

Position Title:	Intake Co-ordinator
Location:	Northcote
Reports To:	Service Delivery Manager
Hours of Duty:	Full Time
Duration:	Initial contract through to June 2022 Employment is dependent upon ongoing funding
Salary Classification:	SCHADS Award Level 5-6
Exemption:	<i>This position has been assessed as a special measure under Section 28 of the Equal Opportunity Act 2010 and will be limited to Aboriginal and Torres Strait Islander peoples only.</i> <i>This position has been assessed as a special measure under Section 28 of the Equal Opportunity Act 2010 and will be limited to female applicants only.</i>

About Us

Elizabeth Morgan House Aboriginal Women's Service Inc. (EMHAWS) is a specialist family violence organisation based in Melbourne. We are proudly an Aboriginal Community Controlled Organisation and have been in operation since 1976. EMHAWS takes direction and works consultatively with the community in all aspects of our services. Central to our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women, children, young people and the wider community.

The range of services we provide includes:

- Crisis accommodation including a high security refuge for women experiencing family violence
- Culturally appropriate case management support to navigate the community services sector
- Tenancy advocacy and support
- Counselling

EMHAWS is committed to an inclusive workplace. We value and respect diversity, and do not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our organisational policies and practices, including recruitment and selection.

Position Objective/Overview

The Intake Co-ordinator is the first point of contact with EMHAWS for Aboriginal women and children who are experiencing or have experienced Family Violence.

The primary function of the Intake Co-ordinator role is to receive and manage all incoming referrals; implement a crisis response; and provide a timely same-day response to client's needs. This includes, but is not limited to: triage, screening, intake and risk assessments, and immediate safety planning. The role will also take on short-term case management, including identifying, assessing, and prioritising risk; offering tailored advice; offering specialist support; and liaising with partner organisations and the wider community to deliver on immediate needs.

The Intake Coordinator works collaboratively with our Refuge and Outreach Coordinators to develop and advance the aims of EMHAWS, specifically to provide holistic and effective services to Aboriginal women and their children.

Duties and Responsibilities

Leadership	<ul style="list-style-type: none"> Take ownership of the Intake program to meet program goals/service targets and ensure appropriate standards of practice Manage direct reports effectively. Oversee the wellbeing of team and maintain collaborative, positive relationships. Provide mentoring and support to new staff and to case managers working with complex cases Conduct formal and informal supervision sessions with direct reports to set goals and ensure professional development needs are met. Facilitate and manage team meetings Ensure administrative functions are completed accurately and on time, including meeting internal and external data collection and reporting requirements. Contribute to team morale and encourage a positive team building approach to service delivery.
Service Delivery	<ul style="list-style-type: none"> Manage, support, and co-ordinate the delivery of the EMH intake program in line with EMH's strategic plan, relevant service standards and program procedures. Ensure service delivery of EMH Intake Program is holistic, strengths-based, client-centred, family orientated and trauma-informed. Ensure high quality case plans are developed and reviewed regularly to meet the needs of Aboriginal women and children experiencing family violence. Ensure high quality risk assessments are completed and inform the development of thorough safety plans for Aboriginal women and children experiencing family violence. Participate in the development of immediate safety plans in collaboration with clients and, where necessary, with other service providers, at the point of intake. Ensure a timely response to intake calls and referrals received from community members and/or external agencies for Aboriginal women experiencing family violence. Assist Aboriginal women and their children to navigate the community services sector and access appropriate services through provision of information, referrals, and advocacy. Work with the intake team to allocate appropriate clients from intake through to long-term case management. Approve and allocate funds necessary to support Aboriginal women and children to live free from violence, as per EMH policy and procedure and within allocated budget. Conduct individual case reviews with Intake Short Term Case Managers to ensure best practice of service delivery is upheld. Assist in the development and implementation of new projects or initiatives relevant to supporting Aboriginal women and children who have experienced family violence. Performance of other duties as required.
EMHAWS Team Participation	<ul style="list-style-type: none"> Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Service Delivery Manager Participate in and operate effectively within the EMHAWS team environment, including attending and contributing to EMHAWS internal meetings and events Develop collaborative, supportive, and constructive relationships with the other EMHAWS co-ordinators and their teams.

	<ul style="list-style-type: none"> • Represent EMHAWWS at external events as requested.
Networks	<ul style="list-style-type: none"> • Establish effective working relationships with partner agencies providing services and support to women and children who have experienced family violence. • Maintain positive working relationships and referral pathways outlined in organisational agreements and partnerships • Represent EMHAWWS at sector networks, forums and relevant committees as required and requested by EMHAWWS management team. • Participate in secondary consultations and advice to other professionals and agencies as required.
Administration	<ul style="list-style-type: none"> • Complete, in an accurate and timely manner, all necessary administrative tasks • Maintain accurate records • Ensure case files for all referrals are maintained accurately and updated in a timely manner. Adhere to EMH and DHHS requirements of document management and processes. • Ensure strict privacy, confidentiality and client record standards are kept according to program expectations, as well as privacy and confidentiality laws. • Submit activity reporting to EMHAWWS Management team on a monthly basis, or as requested • Participate and contribute in OH&S activities to ensure a safe work environment • Perform other duties related to EMHAWWS daily operations as requested by EMHAWWS management
General	<ul style="list-style-type: none"> • Competent literacy and numeracy skills • Ability to work with minimal direction and supervision • Excellent time management skills • Enthusiasm, energy, and strong interpersonal skills • Lateral thinking and problem solving ability •
Other	<ul style="list-style-type: none"> • Complete other duties as required or requested by EMHAWWS management team • Support other team members within the wider EMHAWWS environment and required or requested

Key Selection Criteria

1. Demonstrated experience in providing high quality crisis intervention support and case management within a family violence framework.
2. A strong understanding of the complex nature and dynamics of family violence including the impact of family violence on Aboriginal women and children.
3. An understanding of MARAM, FVISS, and CISS.
4. Excellent communication and interpersonal skills.
5. Well developed organisational skills, including report writing and record keeping.
6. Excellent time management and demonstrated experience in the ability to manage competing priorities and stressful situations.
7. Demonstrated experience in managing direct reports and/or supervision of other staff members.
8. Previous experience in working in the family violence sector or broader experience across the community services sector.
9. Knowledge of Aboriginal culture, history, and self-determination with the ability to apply this in a contemporary setting. Demonstrated connection to Community desirable.



Qualifications

1. Relevant tertiary qualifications and experience in the family violence and/or the broader social services sector is essential.

Conditions of Employment

- Current Working with Children's Check
- Current Victorian Police Check
- Current Victorian Driver's License
- The successful applicant is expected to comply with the policies of EMHAWs
- This position is subject to annual review

Acknowledgement

Please sign and date to acknowledge you have read and understood this position description

Employee Name:

Date:

Line Manager Name:

Date:

Version control

Version Approved by CEO