



Position Description

Intake Support Worker, Counselling & Emergency Relief

Doncare is a not for profit agency that provides services to the most vulnerable and disadvantaged residents of Manningham and surrounding suburbs.

Doncare supports families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Social Support, Family Services and practical assistance.

Doncare receives funding from local, state and federal governments. We also operate seven opportunity shops and attract funds through the support of private donations, philanthropic trusts and the community sector.

General Information

Position title:	Intake Support Worker, Counselling & Emergency Relief
Reports to:	Team Leader Intake and Emergency Relief
Position classification:	SCHADS Award Level 5 Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award
Hours of work:	Two positions at 0.5 EFT or one full time position
Further Information:	Kathy Stojcevski
Applications close:	4 March 2021

Key Responsibilities

The Intake Worker will work closely with the Team Leader Intake and Emergency Relief to provide intake services to individuals.

The position requires a self-motivated individual who has the ability to manage and oversee multiple tasks simultaneously and has high attention to detail. They will use their strong analytical skills, problem solving abilities and communication skills to facilitate and model best practice to support clients. The individual must be adaptive and open to change, and able to manage interruptions while continuing to deliver on agreed tasks. An ability to work with and assist diverse clientele is mandatory.

The Intake Worker is primarily responsible for facilitating access to Doncare's Counselling and Emergency Relief services, through the provision of timely assessment, advice, support, advocacy, resources and follow up.

Duties:

- Facilitate access for individuals and families to Doncare's services.
- Undertake comprehensive risk assessments and provide appropriate and relevant support options to those seeking assistance
- Ensure individuals receive timely referrals to support agencies and services that are appropriate for their needs
- Develop collaborative relationships with internal and external support services
- Comply with organizational, program and legislative requirements in relation to information sharing, case recording and data entry requirements
- Keep an accurate and clear record of clients on the waiting list, with clear indications of level of need and level of risk
- Maintain and monitor client records to ensure compliance with funding obligations and Doncare's Policies and Procedures.
- Ensure the delivery of services are accessible and culturally appropriate to individuals from CALD or Indigenous/Torres Strait Islander backgrounds
- Ensure the delivery of services are accessible respond appropriately to the most vulnerable clients including those with a disability, mental health and other high and complex needs
- Support the collection of donated food and other forms of material relief and its distribution to clients, providing direct assistance as necessary
- Participate in regular supervision with the Team Leader, Intake and Emergency relief
- Attend Doncare meetings and events as appropriate
- Maintain appropriate and clearly defined personal and professional boundaries with clients and colleagues
- Support the process of ensuring an effective Quality Management System including participation in the audit process (internal and external) and identifying opportunities to improve service delivery to clients.
- Participate in the ongoing development of the service model
- Other duties as requested

Key Performance Indicators

- All clients requests are responded to in a timely and effective manner
- Effective Doncare service policies and procedures are implemented to ensure that the Intake program has met client needs
- Effective and collaborative relationships are established and maintained with both internal and external parties, including Doncare staff and other professionals to enhance relationships and appropriate sharing of information that will ensure best practice in Intake and allow for appropriate allocations.

- Risk assessments completed and reported as per legislative requirements and Doncare policies and procedures.
- Support the collection of donated food and other forms of material relief and its distribution to clients, providing direct assistance as necessary
- Clear records of all intake calls and an accessible and informative record of all clients is kept.
- Communication is professional, clear, and concise.

Selection Criteria

- Tertiary qualification in social work/psychology/counselling or other relevant human services field.
- Working knowledge of support services available to Doncare clients seeking counselling and social and emotional support.
- Demonstrated ability to conduct comprehensive safety and wellbeing assessments with ability to assess counselling and domestic violence client needs and suitability for different therapeutic support programs
- Sound knowledge in relevant legislative requirements including, but not limited to the *Children, Youth and Families Act 2005*
- Demonstrated ability to work in a team and effectively communicate with clients and foster relationships with colleagues and stakeholders
- Demonstrated ability in time management, setting priorities and planning work effectively
- Highly developed administration skills including a sound understanding of Microsoft Office and the ability and confidence to work with data management systems.
- High integrity and reliability
- Proven competence in high level attention to detail

Other Requirements:

- A satisfactory criminal record check will be undertaken prior to employment and renewed every 3 years.
- Prior to appointment, qualifications and credentials must be completed and verified.
- This Position Description and Letter of Employment Offer will be reviewed from time to time in keeping with changing requirements.

Health, Safety and Wellbeing:

- Ensure compliance with the OH&S Act and Doncare's policies.
- Contribute positively and proactively to team and organization wide OH&S activities.

Quality and Continuous Improvement

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organizations audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally

diverse backgrounds, LGBTIQ+ people, people with a lived experience of disability, to name a few.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Industry Award (SCHADS). Salary packaging is offered with this position.
- All offers of employment at Doncare are subject to a six month probationary period.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License (if applicable) and a Working with Children Check prior to commencement.
- Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff to commit to this standard and understand their duty of care obligations.
- All employees of Doncare are bound by the approved policies and procedures of the organization as promulgated and varied from time to time.

How to apply:

Applications should include a current CV with a cover letter that addresses the key selection criteria.

Email to: kathy.stojcevski@doncare.org.au

Preferred candidates will be required to provide three referees which includes their current or most recent Manager.

Acceptance of Position Description requirements

To be signed upon appointment

I have read, understand and accept the Position Description

Employee

Name: _____

Signature: _____

Date: _____