

POSITION DESCRIPTION: Clinical Intake Coordinator

Hours:	FULL TIME
Location:	FITZROY
Reports to:	CLINICAL SERVICES LEAD

The Organisation:

Australian Childhood Trauma Group specialises in childhood trauma and attachment. We provide therapeutic support services to government and non-government agencies, schools and individuals.

We are committed to being a child safe organisation and take child protection seriously. As an employee of the Australian Childhood Trauma Group you are required to meet the behaviour standards outlined in our Child Safety Code of Conduct. If you are successful you will receive a copy of this code as part of your induction. You may request to view the code prior to being interviewed for this position.

The ACT Group acknowledges Aboriginal and Torres Strait Islanders, as the traditional custodian of this land. We pay our respects to their elders, past and present, and their children and young people who are destined to be the leaders of the future. We acknowledge their culture and history, and their commitment to raising safe and strong children

Our vision is a world where the risk of complex trauma is eliminated, and survivors have access to effective services without prejudice.

Our values:

Fairness,
Respect,
Equality,
Excellence

Working with the Act Group, you will gain:

- Opportunity to work in a specialist area in trauma informed care
- Opportunity to work in various practice settings, gaining experience in schools, outreach, assessments and more
- Supportive team environment with a strong focus on building positive team culture
- Opportunity to take a holistic approach to care and do broader systems work
- Opportunity to engage with children, young people and their families and provide intervention in creative and collaborative ways
- Ongoing professional development, and internal supervision opportunities.
- Flexible working arrangements

Responsibilities & duties

• Responsibility 1 – Clinical Services

Duties:

- Maintain a commitment to child safety and wellbeing, including adhering to the ACT Group's Code of Conduct and Child Safety standards in all areas of work with the ACT Group.
- Coordinating centralised intake/triage via telephone, and online, and liaising with all referral stakeholders.
- Support the allocation of referrals as per ACTG program guidelines
- Provide counselling support to ACTG waitlist/other clients
- Accurate data entry for all intake systems at ACTG and service delivery time
- Provide therapeutic support services to children, young people, families and adults
- Feedback sessions with parents/carers/case workers/guardians, school staff, etc.
- Keep appropriate client notes in a professional manner and at the standard of the appropriate professional association
- Keep up to date with legal requirements for professional registration
- Maintain highest levels of confidentiality in all matters
- Report writing, documentation and billing related to clinical services or assessment
- Maintain strict adherence to Practice Framework and Clinical Guidelines

Responsibility 2 – Projects

Duties:

- Oversee and/or participate in specific clinical projects as required

Responsibility 3 – Other

Duties:

- Administration - documentation and time management.
- Other tasks and projects as required, as skills/ experience develop, which may include developing and conducting training.
- Attend and carry out individual and group clinical supervision

In compliance with our standards for Child Safety you are also required to:

- Provide a welcoming and safe environment for children and young people.
- Promote the safety and wellbeing of children and young people to whom we provide services.
- Ensure that your interactions with children and young people are positive and safe.
- Provide adequate care and supervision of children and young people in your charge.
- Act as a positive role model for children and young people.
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management.
- Maintain valid 'working with children' documentation.
- Undergo periodic 'national criminal history record' checks.
- Report to management any criminal charges or convictions you receive prior to and during the course of your employment/volunteering that may indicate a possible risk to children and young people.

Academic qualifications & requirements

Essential

- Relevant tertiary qualifications in Mental Health Nursing, Occupational Therapy, Social Work or Psychology and the relevant registration.
- High levels of emotional intelligence and the ability to engage and work independently, as part of a multidisciplinary team and with other stakeholders
- Ability to embrace new programs and be flexible and adaptive
- Hold a valid Working with Children Check at all times and undergo Criminal Records Checks as required.
- NDIS Worker Screening Check

Desirable

- Current Driver's Licence.
- Travel and conduct outreach work in schools, family homes and other community settings, as required.
- Ability to work outside of normal business hours, including interstate travel.
- Medicare provider number.

Work experience & skills

Essential

- Experience working with people who have experienced trauma, disability and or mental illness, (minimum 2 years) across a broad range of acuity, including delivering brief psychological support /interventions if necessary.
- Experience in an intake role that incorporated client liaison, education, advocacy, assessment and support or similar.
- Systemic interventions
- Critical thinking and analytical skills
- Excellent written and verbal communication skills
- Proactive problem-solving skills.
- Excellent computer skills including all Microsoft office applications.

Desirable

- Training, group facilitation experience
- Understanding of trauma informed practice and the effects of complex trauma
- Formal report writing skills

Personal qualities & behavioural traits

Essential

- You will possess a willingness and capacity to embrace the Mission and Values of the Australian Childhood Trauma Group
- Committed to and acts for the wellbeing of all service users, throughout their ACTG journey
- Self-motivated, ability to work autonomously when required and work well within a team setting

- Be flexible and able to share discipline specific expertise with the team and work respectfully within a multidisciplinary team
- Excellent interpersonal skills, can build positive, professional relationships internally and externally, working with children, young people, families, governing bodies and other community organisations
- High level of honesty and integrity
- Maintain high levels of confidentiality
- Dynamic and creative

Relationships

This position will be trained and supported by the Clinical Lead with ongoing support and regular supervision.

Conditions of Employment

The successful applicant will be subject to a Working with Children Check and Criminal History Records Check where applicable. Our organisation undertakes several screening processes to ensure the appropriate protection of children in our care. This includes reference checks, an identity check, qualification checks, and professional registration checks.

Hours of Employment

As negotiated at interview: from 0.6 FTE to Full Time.

Acknowledgement

If have read and understood the requirements of this position.

Signed:	Name:	Date:
Signed by Clinical Lead:	Name:	Date: