

<b>POSITION TITLE:</b>	<b>Recovery Support Enhanced Intake Worker</b>
<b>FTE:</b>	<b>1.0 (38 hours per week – part-time may be considered)</b>
<b>CLASSIFICATION:</b>	<b>Band 3.1.2</b>
<b>DIVISION:</b>	<b>Community Services &amp; Business Development</b>
<b>PROGRAM:</b>	<b>Recovery Support Program: Enhanced Intake Response</b>
<b>LOCATION:</b>	<b>Narre Warren or Pakenham, as well as work performed at the request of the organisation at any Windermere location. Flexible working arrangements are available</b>
<b>TENURE:</b>	<b>12 months</b>
<b>DATE:</b>	<b>July 2021</b>

## 1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

## 2. OUR PURPOSE, VISION AND VALUES

### Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

### Our Vision:

A stronger, connected and supported community

### Our Promise:

Our many services working together with you for a better life

### 3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
To provide an enhanced intake response to consumers impacted by the severe storm and flooding event	<ol style="list-style-type: none"> <li>1. To make intake contact with assigned family/individual according to triage priorities: High priority within 48 hours</li> <li>2. Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief.</li> <li>3. Provide psychological first aid, meet immediate needs, provide information and advice</li> <li>4. To complete an initial needs assessment that will inform the referral to external services for case support.</li> <li>5. Facilitate and work on behalf of the individual/family to problem solve issue and obtain services when this can be accomplished with brief intervention in the enhanced intake framework</li> <li>6. Ensure timely and effective referral processes to external services</li> <li>7. Demonstrate ability to recognise and manage own emotions while responding to complex client needs.</li> <li>8. Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>9. Develop and maintain client records and data and any other relevant documentation in line with case management guidelines and program operating instructions.</li> <li>10. The incumbent will contribute to / participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices as directed</li> <li>11. Such other duties as directed from time to time which are within the employee's skill and competence level – Windermere's enhanced intake model includes short term case management and possible transition to ongoing recovery support as the volume of demand in the program requires</li> </ol>	<ul style="list-style-type: none"> <li>• Complete all program specific administrative tasks within the required time frames</li> <li>• All data is entered onto designated service databases, including Access data base and Excel spreadsheets</li> <li>• Complete intake and assessment paperwork</li> <li>• Needs assessment drawn up as discussed with Bushfire victim, to inform referral process</li> <li>• Provide consistent information in relation to resources available and eligibility for financial assistance</li> <li>• Seek out opportunities to inform and advocate</li> </ul>

<b>Team Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Develop and maintain professional relationships with internal and external stakeholders</li> <li>2. Assist in the induction and mentoring of new staff/ locums in relation to intake procedures</li> <li>3. Complete other duties as requested by Manager</li> <li>4. Positively contribute to the culture and spirit of the Recovery team, work environment and to Windermere.</li> <li>5. Contribute to productive and positive team meetings</li> </ol>	<ul style="list-style-type: none"> <li>• Contribute to the development of procedures and systems within this program</li> <li>• Submit time sheets on time. Apply for all leave on CONNX and provide all supporting documents.</li> <li>• Positively embrace and adopt change as it occurs.</li> </ul>
<b>Quality and Risk</b>	<ol style="list-style-type: none"> <li>1. Provide Recovery services in accordance with Windermere Policy &amp; Procedures.</li> <li>2. Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments &amp; accreditation processes.</li> <li>3. Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements.</li> <li>4. Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</li> <li>5. Manage complaints or grievances within Windermere policies</li> </ol>	<ul style="list-style-type: none"> <li>• Ensure policies, procedures and codes are complied with at all times.</li> <li>• Ensure work practices comply with Windermere's Continuous Quality Improvement principles.</li> <li>• To positively embrace and adopt change as it occurs.</li> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> </ul>
<b>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values</b>	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p>

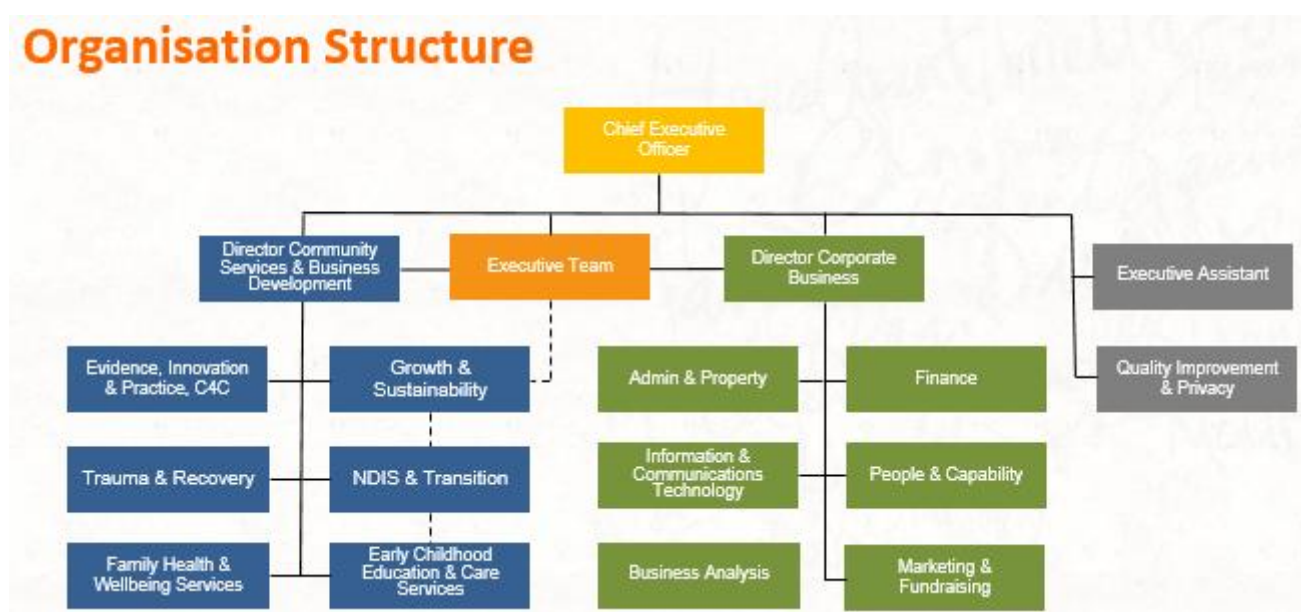
	<p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	Protect the rights, safety and wellbeing of children and provide a child safe environment
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The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

#### 4. ORGANISATIONAL RELATIONSHIPS

<b>LINE MANAGER:</b>	<b>Team Leader</b> <b>Manager, Trauma and Recovery</b>
<b>SUPERVISES:</b>	<b>Nil</b>
<b>INTERNAL RELATIONSHIPS:</b>	<b>Southern and Gippsland Bushfire recovery staff and other Windermere staff</b>
<b>EXTERNAL RELATIONSHIPS:</b>	<b>DHHS, Local Government, Community agencies, Victoria Police,</b>



#### 5. KEY SELECTION CRITERIA

- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent
- Minimum 3 years' experience within the community sector
- Demonstrated customer service experience and capacity to respond to diverse enquires from distressed consumers
- Understanding of providing a trauma informed response

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- Intake and assessment experience
  - Is approachable, reliable and trustworthy; maintaining professional boundaries and confidentiality where required.
  - Ability to build strong professional relationships
  - Excellent verbal and written communication skills
  - Current Victorian Drivers' License
  - Willingness to undertake relevant pre-employment screening and checks

## 6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_