



the **northern** centre

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<b>Position</b>	Intake Coordinator
<b>Employment award</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 0.8 FTE
<b>Responsible</b>	Being the first point of contact for clients in commencing the intake process into TNC services or onwards referral to services as indicated.
<b>Reports to</b>	Programs Manager
<b>Direct reports</b>	No direct reports
<b>Key internal relationships</b>	Programs Manager / The Northern Centre team and collocated partners
<b>Location</b>	West Ryde
<b>Key Results area</b>	<ol style="list-style-type: none"><li>1. Intake and triage of clients</li><li>2. Organisational responsibilities</li><li>3. Professional responsibilities</li><li>4. WHS</li></ol>

**The Northern Centre (TNC)** is a public benevolent institution, an incorporated entity, and is a registered charity. We are governed by a Constitution through an elected voluntary Board and an Executive Officer manages our operations. The organisation provides a range of placed based services to the communities in Northern Sydney, principally in the areas of family support for children and young people and homelessness early intervention services. Further, TNC hosts a large range of collocated services to aid their approach to client centric, strength based, trauma informed care.

#### **POSITION SUMMARY**

This role is responsible for the intake process @ TNC. Intake is the first point of contact for potential clients of all programs and services operated by TNC. The intake role manages referrals to our various programs and provides triage to new and returning clients. Intake operates through a client focused, strength based and trauma informed lens. The successful candidate will be professional, courteous and reflect the values and culture of the organisation.



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## KEY RESULTS AREAS

### 1. INTAKE AND TRIAGE OF CLIENTS

- Complete the intake process with new and returning clients over the phone and face-to-face.
- Triage and assess new intakes according to priority and individual program guidelines.
- Manage incoming referrals, data entry and establishing new client profiles on internal and external data systems.
- Communicate in a timely manner with referring agencies in regards to referrals, information and enquiries.
- Support staff and management with new referrals and other administrative tasks as directed.
- Provide referral, information and advice to prospective clients and maintain records of all assistance provided.
- Maintain current and relevant knowledge around services, programs and supports in order to provide accurate referral pathways.

### 2. ADMINISTRATION

- Ensure the integrity of client related documentation and data entry procedures; and that information is up to date in existing and future client management systems.
- Complete statistical returns and reports as requested by the Programs Manager and participate in research and evaluation projects for the program.
- Contribute to smooth and effective operation of the office environment.
- Meet key performance indicators pertaining to the role.
- Undertake other duties as required.

### 3. WORKPLACE HEALTH AND SAFETY

Take all reasonable and practical steps to ensure the safety, health and welfare of all employees, contractors, clients and visitors in consultation with other staff and in accordance with relevant legislation and TNC Policy and Procedures.

- Promptly report to WHS Officer/ Manager when unsafe work practices are observed
- Ensure accident/injury reports are completed in the event of a workplace accident.
- Promote a positive workplace culture that is free of bullying, harassment and discrimination.

### 4. PROFESSIONAL RESPONSIBILITIES

- Display a commitment and adherence to the TNC Code of Conduct and the principles of professional practice and model these behaviours within the culture of the team.
- Display a commitment to professional development, and participate in and support the team in supervision, staff development, learning opportunities and meetings as required.
- Demonstrate a commitment to the client group, particularly in ensuring the care and protection of children and young people, and act in accordance to legislative requirements of a Mandatory Reporter.
- Uphold the reputation of TNC at all times by modelling professionalism consistent with organisation values and vision.



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- Represent the program on local committees if required - this may include participation or attendance at interagency meetings, working groups and community or sector events.
- Act with a non-judgmental, empathetic, sensitive and understanding approach towards others, and acknowledge and respect differences in cultural and personal beliefs and values.
- Use and manage resources effectively and efficiently. This includes the use of both material and immaterial resources, such as time.
- Follow and support your colleagues to adhere to the TNC policies and procedures.
- Communicate clearly, respectfully and professionally with clients, staff, stakeholders, students, volunteers and any other services /organisations in the capacity of your role.

#### **SELECTION CRITERIA**

- Relevant qualifications and demonstrated experience in the Community Welfare and/or Human Services sector.
- Excellent customer service skills.
- Demonstrated ability to exercise empathy, discretion and sensitivity when communicating with clients.
- Demonstrated understanding of a range of issues facing vulnerable families and individuals including, but not limited to, domestic violence, homelessness, mental health, family breakdown, drugs and alcohol and parenting stress.
- Excellent written and verbal communication skills.
- Sound organisational and time management skills.
- Strong interpersonal and team work skills.
- Ability to prioritise and be hands on in all aspects of workload.
- Understanding of WHS.
- Familiar with CRM systems and database management.
- Excellent IT literacy.

#### **DESIRABLE CRITERIA**

- Experience in engaging with a vulnerable client cohort.
- Experience working with clients at risk of homelessness.
- Knowledge and experience of Social Housing Pathways.
- Bilingual/community language.