

POSITION DESCRIPTION – Clients and Groups Intake Worker

REPORTS TO:	Coordinator of Family and Youth Services,
GRADE/AWARD/LEVEL:	SCHADS Award, Level 4
WORK LOCATION:	Naremburn Family Centre & Northern Beaches Family Centre
PROGRAM:	Family and Youth Services
WORKING WITH CHILDREN	Clearance Required, Child Related Role

PURPOSE

The position exists to provide effective, flexible, high quality management of the intake process for the Family & Youth Support Team. This position will hold clients for short periods of time until they are allocated to caseworkers for more in depth support. The position will also coordinate the registration process for all groups run out of the team. The position holder will work cooperatively with the Family and Youth Services Team across the North Shore and Northern Beaches region and with other CatholicCare programs.

RESPONSIBILITIES

1. Provide effective, flexible, high quality early intervention support to clients within the intake process

- Conduct assessments of families and young people accessing Family and Youth Services.
- Manage the intake process and data
- Provide professional and informed advice and information to clients on matters such as budgeting and finance, health and social well-being, legal issues, employment and education, parenting etc.
- Work collaboratively with local community networks and liaise successfully with a range of organisations and individuals.
- Appropriately record and keep files in accordance with principles of confidentiality.
- Maintain accurate statistics and meet internal and external reporting requirements.
- Establish and maintain a positive, professional relationship with clients and their families

2. Coordinator the registration process for all groups run within the Family & Youth Support Service

- Conduct brief assessments of families and young people to ensure suitability of group
- Promote groups to a wide network
- Upkeep the administration side of group registrations
- Liaise with group facilitators

3. Demonstrate leadership by:

- Attending regular supervision sessions (minimum basis of 2 hours per month) and performance reviews
- Participating in professional development requirements including training opportunities as they arise
- Promoting the application of the agency's policies and procedures
- Promoting collaborative teamwork including attendance at team and staff meetings as required

4. Participate in the review of the programs performance including:

- Assisting in the review of the Family and Youth Services programs
- Participating in feedback and monitoring processes
- Participating in regular program meetings/practice reviews with program personnel
- Making positive contributions to the planning and development of Family and Youth Services

5. Promote and uphold the Mission, Vision and Values of CatholicCare Diocese of Broken Bay as a Catholic Social Services Agency by:

- Effectively modeling CatholicCare Diocese of Broken Bay Values to staff, clients, and others.
- Upholding the policies and procedures for the programs that adhere to the expectations of CatholicCare, the Government funding bodies and industry standards.
- Upholding the CatholicCare Diocese of Broken Bay Code of Conduct and Code of Ethics.
- Adhering to OH&S standards for a safe workplace.

REQUIRED COMPETENCIES

To perform the job successfully, the Family Support Worker must demonstrate the following competencies:

- Leadership – individuals taking responsibility for their performance with integrity and diligence.
- Teamwork – the ability and desire to work cooperatively with others on a team.
- Oral and written communication skills – the ability to express oneself clearly in business writing and in conversations and interactions with others.
- Relationship building – the ability to develop, maintain, and strengthen partnerships with others inside and/or outside the organization.
- Client focus – commitment to supporting the excellence in CatholicCare programs and interventions, enabling all CatholicCare clients to achieve their goals and potential.

EDUCATION, KNOWLEDGE, AND EXPERIENCE

Essential:

- Tertiary qualifications in an appropriate area e.g., social work, social science, welfare, psychology, health, education or related discipline
- Demonstrated experience working and engaging with children, young people and their families
- Knowledge of housing issues, domestic violence, child protection, child development and custody issues
- Sound knowledge of the needs of vulnerable families
- The ability to work therapeutically to a variety of client populations

- Experience liaising with several stakeholders at a time
- Strong administration skills & competent computer skills
- Highly developed communication and time management skills
- Experience working cooperatively in a multi-disciplinary team
- Current NSW driver's license

Desirable:

- Knowledge of Child Protection Guidelines
- Experience in Child Protection Work
- Experience working with Parents of Teens
- Certified to deliver one or more of the following parenting programs:
 - Triple P levels 2 and 4 and/or Triple P Stepping Stones
 - Circle of Security
 - Tuning into Kids
 - Teen PPP