



Position Description

Intake and Administrative Worker – Youth and Family

Community and Family Care

August 2025

Agreement

Employee

Signed-Manager

Employee

Date

Date



1 Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years and is committed to:

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Vision

A spirit-led disciple-making movement: doing all the good you can because every life matters

Our Values

Soft Hearts

Sharp Minds

Hard Feet

Open Hands

2 Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “*doing all the good you can because every life matters*” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

Service areas and contracts include

- Carefinders
- Early Intervention and Prevention
- Emergency Relief
- Emergency Response
- Financial Counselling
- Financial Capability programs
- Gamble Aware programs
- Newcastle Hub
- Community Housing
- Disability Services
- Specialist Homelessness Services
- Youth AOD program
- Young Healthy Minds
- Wesley Dalmar, an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards

3 Overview of Targeted Early Intervention

Vulnerable children have the best chance of leading a full and happy life if they live within families who give them life-long, stable, loving relationships, and if they belong to communities which cherish them.

The vision for the TEI program is that:

- Families, children and young people’s needs are met early to prevent the escalation of need
- Families are able to access support earlier in the lives of their children and young people, and are empowered to live independent, meaningful lives

- Risk factors that lead to child abuse, neglect, and domestic and family violence are addressed early
- First Nations children, young people, families and communities have access to timely, effective, accessible and culturally safe support and services.

With a focus on earlier intervention, the TEI program provides targeted services at the point where they can have the most impact - early in life and early in need. By encouraging community based solutions, alongside tailored formal supports, TEI services can ultimately prevent children and young people from entering the statutory child protection system.

The TEI Program can achieve this by:

- Actively engaging with vulnerable children, families and communities, and working with them to provide the services they need, which may involve coordinating service provision across the sector
- Helping communities to support and protect their members, through building stronger social connections and support networks
- Recognising the importance of culture in nurturing a sense of safety for First Nations children and young people in their family and broader communities
- Supporting parents to meet the emotional, physical and material needs of their children, through warm and nurturing interactions and encouragement
- Assisting children to have the strongest possible start to life, to reach age appropriate milestones and reach their potential
- Assisting young people to stay connected

4 Overview of Role

The Intake and Administrative Worker, funded by The Department of Communities and Justice (DCJ), is positioned within the Youth Team and plays a vital role in managing the intake process. Responsibilities include handling a fluctuating load of referrals for the TEI and Reconnect programs, responding to service queries, liaising with the Team Leader to ensure referrals meet program criteria, contacting clients to assess their readiness to engage, providing direct support to the Drive for Life program partnership and making referrals to internal and external services. The role also involves creating client profiles, attending interagency meetings, delivering service presentations, and completing case notes in the Carelink database. In addition to intake duties, the worker provides general administrative support to the Youth Team and Team Leader, contributing to the smooth operation and delivery of services.

This position works in accordance with SCHADS 4 [MA000100 - Fair Work Ombudsman](#)

5 Relationships

Reports to: Team Leader, Youth and Family Services Western Sydney

Other: All key Wesley Mission (eg Marketing, Media Liaison, Finance, Property, Legal); liaise and work with staff from Government and other Non-Government agencies involved in the provision of contract.

6 Major Role Responsibilities

6.1 Our Clients

- Manage a fluctuating load of referrals for both the TEI and Reconnect programs
- Provide prompt responses to service queries
- Liaise with the Team Leader to ensure referrals meet program criteria

- Contact clients and assess their readiness to engage in the program
- Refer clients to other services, both internally and externally
- Coordinate and provide weekly phone support and case notes for Drive for Life clients
- Create client profiles in the Carelink database, including pre- and post-intake assessments
- Complete case notes in Carelink relevant to the client intake assessment process
- Work within TEI and Reconnect guidelines and practice principles
- Oversee general administrative duties for the Youth and Family team, reporting directly to the Team Leader
- Use a youth-focused wellbeing lens to guide holistic action
- Apply evidence-informed practice to provide services to the target group of the Targeted Earlier Intervention (TEI) Program vulnerable children, young people, families, and their communities within NSW

Within this broad target group, the TEI Program prioritises:

- Young people aged 12–17
- First Nations young people, families, and communities in NSW
- LGBTQIA+ young people and communities
- Culturally and Linguistically Diverse (CALD) communities
- Ensure accessibility and capability for First Nations, CALD, and people with disabilities—these activities will proactively enable individuals and families to access services and shape their support
- Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately
- Adhere to NSW principles guiding the protection of children impacted by domestic and family violence
- Promote Wesley Mission’s principle of joined-up thinking and practice

6.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidence that domestic violence and child protection screening is common practice
- evidence of priority target group accessing services and given priority access
- evidence of quality partnerships and increased cross referrals across sector
- evidence of quality partnerships and increased cross referrals within Wesley Mission

6.2 Our People

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings
- attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to

- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

6.2.1 Performance Measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures

6.3 Our Operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- embrace new developments and technological innovations including CRM, DEX and Carelink+, relevant to Wesley Mission's work
- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

6.3.1 Performance Measures

- regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- Timely attention to correct invoicing
- achieved working knowledge of:
 - funding specifications and guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

6.4 Our Financials

- Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service

6.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- evidence of proactive program planning and reduced over/underspend
- Current funding maintained

7 Professional responsibilities

- other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they encounter, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality

8 Selection criteria

Essential:

- Minimum tertiary qualifications in social science, social work, psychology preferably Bachelor
- Experience in the delivery of telephone assessment and referral services to individuals, families and communities with diverse and complex cultural, emotional and social needs.
- Experience with electronic client data bases and portals and the effective management of client information
- Demonstrated experience and expertise in information provision, initial needs identification, risk assessment and referral in community based settings
- Commitment to work effectively with First Nations and Culturally and Linguistically Diverse organisations and communities
- willingness to affirm Wesley Mission's vision, mission and values
- Experience in providing appropriate information and referral pathways for clients requiring access to services
- Current NSW or National driver's license and working with children's check

Demonstrated behaviours:

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Willingness to undertake training for facilitating groups and community events
- Ability to work independently and prioritise concurrent work
- Open to understanding the evolving needs of young people and using identified common needs to establish groups within the community
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- Confident professional with strong initiative and business acumen
- Displays emotional maturity and resilience

2025 – Staff Vision, Values & Behaviours

This document is to read in conjunction with the Wesley Mission Code of Conduct

Vision:

- An inclusive workplace where we bring our most authentic and professional selves, in a harmonious environment.
- We collaborate with children, young people and their families using our creativity, flexibility, and evidence-based practice to build capacity for people to live meaningful and authentic lives.
- We position children, young people, and families as the experts in their own lives, and advocate alongside them with services, and community to ensure barriers to wellbeing are overcome.

Values:

- **Relatedness:** People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- **Autonomy:** Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- **Competence:** Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.
- **First Nations:** Acknowledging the lens in which we work with young people and families operates within structural and systemic racist structures. Therefore, we will purposefully seek to learn more about First Nations people by First Nations people, to integrate these learnings into our practice. We will also commit to challenging racism within ourselves and others.
- **Gender & Sexuality:** We commit to proudly and visibly supporting sexuality and gender diverse people's rights and openly challenge homophobia and transphobia, in ourselves and others.
- **Culturally and Linguistically diverse communities:** We recognise the breadth of experience, values and cultural practice in the children, young people and families we support. We acknowledge the impact that displacement has on refugees, migrants and asylum seeking, and that there is diversity within each migration experience. We commit to being open, curious, and flexible with our service delivery for these communities.
- **Disability:** We acknowledge that we live in an ableist society and strive to provide an accessible service for our community.

Behaviours Not Tolerated:

- **Harassment:** Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance, food choices or private life are all unacceptable.
- **Bullying:** Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities. For further information refer to: Wesley Mission Workplace Anti-Bullying Policy
- **Lateral Violence:** Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eyebrows; exclusion; or making faces behind someone's back, are all unacceptable.

Behaviours We Expect:

- Offering feedback on service and workplace culture with a willingness to work towards solutions.
- Equitable and inclusive service through steadfast courage, honesty, and integrity.
- Respect for each individual and their experience.
- Punctuality - be on time for work - start work on time and return from allocated breaks on time.
- To maintain Wesley cars and property in a respectable and appropriate condition.
- Avoid participating in any form of gossip.

- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it is okay to say you are in a bad mood and you need some space and respect.
- Work efficiently and do not distract others by taking too much of their time.
- Be wary of cliques or factions forming.
- Clean up after yourself and after team events/lunches etc.
- Dress appropriately and professionally.
- We invite you to bring your most authentic self and have some fun while maintaining your professionalism.