

Position Description

Position Title:	Family Intake Practitioner	Position Grade:	SCHADS Level 5
Department/Division:	Centralised Intake Team		
Reporting to:	Team Leader – Intake Team		
Position summary/purpose:	The Family Intake Practitioner provides high-quality Intake screening, program matching for all individuals and families, and referrals as part of drummond streets’ Centralised Intake Team. This role includes Intake support and an initial warm entry point for clients who are seeking support to complete an application to the National Redress Scheme in relation to their experiences of childhood institutional sexual abuse. First Nations people, LGBTIQA+ people, people with disability, people of colour and culturally diverse backgrounds, public housing residents, or people with lived experience are encouraged to apply		
Key Responsibilities			
Duties: • To deliver high-quality intake services for DS clients in accordance with policies and procedure, including clients who experience access barriers, such as being incarcerated or unstably housed; • To sensitively conduct comprehensive screening for clients accessing DS programs and services, ensuring a whole-of-family approach and that broad needs are identified and addressed • To complete intake sessions involving sensitive disclosures related but not limited to family violence, systems abuse, and child sexual abuse, whilst maintaining a trauma-informed approach, including containment; • To conduct risk assessments with all families and respond according to DS policies; • To match clients to programs and services internal to DS, and to facilitate client access to the full range of community services within the mental health and broader service system; • To build relationships with a range of external health and welfare providers for the purpose of making appropriate client referrals, and marketing and promoting agency programs; • To ensure that all required data is entered onto Client database accurately and completely; and • To contribute to the on-going development and evaluation of the family intake program.			

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and act to improve the quality and safety of client services
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

OH&S

- Identify, report and record all safety hazards, incidents and injuries
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures

Quality Assurance & Improvement

- Proactive, engaged in and committed to creating great experiences for each client
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions

Social Differences

- Role models, demonstrates and promotes respect for and values social differences
- Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Productivity

- Focuses on people as well as productivity
- Monitor productivity, identify and implement improvements as needed

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene
 - Keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Experience Profile (incl Qualifications)
Competency	Technical/Functional	
• Client focus, including applying an intersectional lens in practice • Takes responsibility for work outcomes and follows through with commitments • Commitment to social justice values • Ethical approach, displays integrity and ethics • Time management and organisational skills	• High level telephone-based counselling skills • High level assessment skills including risk assessment and management • Sound information technology skills • Sound knowledge of public health approaches to mental health and well-being	• Social Work or Psychology or similar undergraduate degree; • Demonstrated experience of working with individuals, couples, and families with complex needs such as childhood trauma, family violence, drug and alcohol and mental health issues; • Experience working within the mental health service system and knowledge of mental health issues, impacts and navigation of the service system; • Demonstrated capacity to work as part of a team and contribute actively to the viability and functions of a busy community services organisation; • Demonstrated capacity to provide telephone-based counselling; and • A genuine interest and commitment to working from a social justice framework in response to intersectional experiences, including cultural diversity, First Nations People, LGBTIQ+ people, and people with disability.
Position Dimensions		Decision Making Authority
No. Of FTE: 0.6		• Responsible for managing intake processes in line with DS policies and procedures