

Position Description

Title	Intake & Assessment Officer
Business unit	AOD, Mental Health & Carer Services
Location	160 Whitehorse Road, Blackburn, VIC 3130
Employment type	Full time, Ongoing
Reports to	Team Leader – Support for Carers Program

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Support for Carers Program receives more than \$22 million annually with funding distributed through numerous providers across Victoria.

The program provides access to support services to people with a care role across Victoria. The program provides tailored, flexible support based on a carer's individual needs and circumstances and seeks to remove barriers to support.

Supports include a range of activities including counselling, recreational activities, respite, referrals and capacity building.

Additional Respite for Carers program increases the reach, flexibility and access of respite services to people with a care role across Victoria. It seeks to remove barriers to respite for unpaid Victorian carers and the people they care for.

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2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Managers - Client Wellbeing and Support Services
- Team Leaders - Client Wellbeing and Support Services
- Client Assessment and Support Planners
- Linkages Case Managers
- Financial Capability Worker
- Financial Counsellor
- Carer Services Administration team
- Carer Gateway
- HACC PYP
- Other Uniting Programs

External

- The community
- People with a disability, their families and carers
- Community and health organisations
- Department of Families, Fairness & Housing
- Other local Support for Carer providers
- Other Carer programs
- Service Providers
- Private providers

4. Key responsibility areas

Service provision

- Complete intake & assessment for consumers accessing services through Support for Carers, Additional Respite, Financial Wellbeing, and Disability Services programs
- Ensure support services are coordinated, planned and equitable, according to Support for Carer Guidelines, Additional Respite for Carers Guidelines and the National Carer Strategy and Action Plan
- Develop goal directed care plans in partnership with carers and other relevant persons and/or service providers
- Complete re-assessments, and care plan/service plan reviews where required, actively monitoring allocated support hours optimising value for the consumer and taking account of resourcing issues
- Work with consumers in a strengths-based way, with a focus on capacity building
- Manage referrals of consumers to other services or organisations for appropriate assessment of identified needs
- Provide ongoing review and monitoring of consumers with complex and changing needs
- Maintain assessment documentation and service standards according to program guidelines and organisational quality management plan
- Utilise assessment tools as required by the funding body
- Advocate for services on behalf of consumers, as appropriate
- Meet with service providers to keep abreast of service issues, as required
- Waitlist management for both SCP & AR whilst triaging all referrals for level of priority
- Provide specialist advice and secondary consult when required
- Working with Intake and Assessment Officers to identify and raise appropriate referrals to other Uniting programs, and other appropriate channels
- Any other tasks as required

Data collection and reporting

- Ensure timely data entry and maintenance of accurate information into electronic consumer management systems, and analyse evidence base to improve outcomes, outputs and initiate improvement activities
- Maintain specific consumer administrative requirements including progress notes, service authorisations, and other elements.

Representation and advocacy

- Attend network meetings and other related local forums or meetings as required
- Attend and actively participate in internal program, team and agency meetings

Review

- Acting as the point of contact for all exiting Support for Carers consumers, conducting feedback surveys
- Identifying if there is a change in presentation for exiting consumers and completing additional referrals if required
- Ensuring that all consumers files are closed in Client Management System in a timely and responsive manner
- Conducting consumer file audits and escalating to Team Leader when trends are identified
- Identify gaps in services available and advocate as necessary and appropriate

Community development and education

- Increase community and agency awareness of the Support for Carer & Additional Respite for Carers programs and work to improve access to services through the provision of information, education and advocacy
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to carers, consumers and their families

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- Liaising with other Support for Carer & Additional Respite for Carers program providers and carer services to create networks and track capacity

Quality improvement and evaluation

- Ensure that relevant policies and procedures are followed
- Ensure that the consumer's right to confidentiality is preserved and protected
- Report to the Team Leader for case discussion and briefing
- Actively participate in regular supervision activities
- Identify training needs in consultation with Supervisor/Team Leader and attend professional development as deemed appropriate
- Be aware of and meet relevant Quality Management System responsibilities
- Participate in relevant evaluation activities
- Be aware of Uniting's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager
- Working closely with the Team Leader, identify continuous improvement opportunities, where required write and implement new program specific procedures

People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement

5. Person specification

Qualifications

- Tertiary qualification in Social Sciences, Disability Studies or Allied Health professions, or demonstrated industry experience

Experience

- Understanding of the issues related specifically to the caring role

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- Experience or knowledge regarding the provision of care to the elderly, younger people and people with disabilities
- Understanding of privacy and confidentiality obligations
- Knowledge of principles of community inclusion and participation, with experience in delivering a response or project as a result to a community need or service gap
- Demonstrated experience in performing community and/or health assessments using a strengths-based approach, and development of associated care plans
- Experience working collaboratively with consumers, carers and/or relevant agencies to achieve consumer goals

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Communication:** excellent interpersonal and health literacy skills demonstrated by experience liaising with people with a disability and/or medical condition, service providers and agencies
- **Stakeholder engagement and care:** high level engagement, care planning and assessment skills
- **Teamwork:** ability to work independently and as part of a team
- **Report writing:** ability to prepare and deliver reports or presentations
- **Networking:** high level of networking, communication and negotiation skills.
- **Current Australian driver's licence**

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: