



Health and wellbeing for all through:

- Compassion
- Integrity
- Respect
- Equity

# POSITION DESCRIPTION

<b>TITLE</b>	<b>INTAKE SUPPORT WORKER - Casual</b>		
<b>PROGRAM/TEAM</b>	Community Services		
<b>EFT</b>	As required		
<b>TYPE/PERIOD OF EMPLOYMENT</b>	Casual		
<b>CLASSIFICATION</b>	SACS Employee Level 4, Pay Point 1 (Social Worker Class 2 Year1)		
<b>AWARD/EBA</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>REPORTS TO</b>	Team Leader Housing Support and Intake		
<b>SUPERVISES</b>	NIL		
<b>EFFECTIVE DATE</b>	01/01/2019	<b>REVIEW DATE</b>	01/01/2020

Cobaw Community Health Services Ltd (Cobaw) provides a diverse range of health, wellbeing and community services across the Macedon Ranges Shire and is extending service delivery reach with new opportunities. As a not for profit Company Limited by Guarantee Cobaw’s strategic direction is led by a Board of Directors, whose membership is drawn from the local community.

To achieve our vision of a healthy resilient community, we are committed to the principles of collaborative partnerships, health promotion, community engagement, social justice and advocacy. In seeking opportunities to contribute to the lives of people in our community, we focus on achieving sustainability and expansion of services. To achieve this we always seek to add to the capabilities of our skilled and professional staff. All employees play an active role in service planning and development, quality improvement and health promotion.

In seeking skilled professionals to join Cobaw, we look for people that hold in high regard the values that are reflected in our work. Cobaw values diversity and will be responsive to the health needs of all people including, but not limited to, Aboriginal and Torres Strait Islander people; people with a disability; lesbian, gay, bisexual, transsexual and intersex people; people experiencing health inequalities; and culturally and linguistically diverse people.

## THE POSITION

As Casual Intake Support Worker you will be responsible for conducting initial client needs assessments, making appropriate referrals and providing support to clients who present with multiple and/or complex issues to access appropriate services internally and externally. The role will also require assessing clients for access to Emergency Relief.

The role will support the permanent Intake team when they are on leave, or due to other program requirements. As much notice as possible will be given wherever possible, however at times there may be the need to cover a shift at the last minute.

The key expected job outcomes of this position are to:

- Provide responsive support and follow up to clients seeking support
- Support the Intake Team and other internal programs with assessment and referral to appropriate services
- Ensure clients that present as at-risk or with complex needs are supported to access appropriate services
- Work with internal programs to ensure the client has referral and access to all required supports to ensure an effective wrap around model of care
- Participate in relevant networks and build relationships with partner organisations where possible
- Provide assessment and support for clients requiring Emergency Relief and material aid.

The scope of practice is:

- 1. Target Population:** All clients
- 2. Service Delivery Model:** Priority based service, direct client service delivery
- 3. Service Location:** Kyneton, Romsey and other sites/outreach as required

## THE PERSON

The personal attributes needed to fit this role are:

- Empathy and a commitment to work with a non-judgmental approach
- Diplomacy and tact
- An intuitive and calm approach
- Flexibility

## KEY RESPONSIBILITIES

*These statements of duties/responsibilities/tasks/roles and functions are indicative and need to be understood within the context that Cobaw is in a dynamic environment where change is the norm. As organisational needs change, so do job roles and functions. We are looking to employ people who understand the need for flexibility in employment relationships and responsibilities.*

### INTAKE AND ASSESSMENT

- Identify eligibility for services, complete initial needs identification and prioritisation via service screening tools, identify relevant referral pathways, and complete any required follow-up actions
- Provide thorough screening assessment and appropriate support for clients in crisis

- Ensure appropriate intake related data collection is accurate and up to date
- Provide accurate information and support to people, carers and health professionals enquiring about accessing services, including use of e-referrals (internally or externally)
- Ensure intake processes are followed in a timely manner consistent with organisational values, policies and procedures
- Registration of clients on client information management systems and referral to relevant program/practitioner
- Maintain up to date information relating to waiting times for internal services and communicate expected wait times with internal and external providers as required
- Seek information about external referral opportunities and other alternatives as appropriate
- Establish and maintain effective working relationships with external agencies
- Work with the Intake team to develop best practice intake systems
- Other Intake duties as required by the Intake Team Leader and/or Manager

#### **EMERGENCY RELIEF**

- Provide Emergency Relief within DSS funding agreement guidelines and Cobaw procedures, and maintain accurate records on DSS DEX portal
- Liaise with other material aid providers to ensure clients have access to a range of resources and supports

#### **CLIENT SUPPORT**

- Respond to clients presenting as at risk or with multiple and complex needs who may benefit from extra support to access appropriate services and to ensure a wrap-around model of care approach
- Ensure Initial Needs Identification and Assessment are completed accurately and consistently to enable identification of at risk clients, and action accordingly e.g. family violence, child safety, bushfire response
- Work with clients to identify support needs, strengths and capacities to develop a support plan

### **KEY SELECTION CRITERIA**

Applications must include written responses to the following:

- Demonstrated understanding of Initial Needs Identification, Assessment and Support planning when responding to service requests
- Demonstrated experience in effectively engaging with clients presenting in crisis and with multiple and complex support needs
- Demonstrated skill and experience working collaboratively with multiple service providers to engage and support clients with complex support needs
- High level computer skills, including client information management systems and client record management
- Excellent time management skills and an ability to manage workload, meet deadlines and maintain a strong attention to detail
- Ability to work both autonomously and in a team environment.

The qualifications required for this position are

- A tertiary qualification in Social Sciences, Social Work or other related discipline
- Experience working within a community services environment an advantage.

## OTHER REQUIREMENTS

### Quality

- Assist in the development and implementation of the organisation's quality improvement strategies
- In consultation with the Leadership Team develop and implement standards and ensure programs are monitored and evaluated in terms of relevance, timelines, cost effectiveness and client satisfaction
- Initiate and participate in the development and review of Cobaw policies and procedures.

### Occupational Health & Safety and Risk Management

- Follow safe work practices, procedures, instructions and rules
- Perform all duties in a manner which ensures personal health and safety and that of others in the workplace
- Report all hazards or incidents that cause or may cause harm
- Apply a risk management approach to all tasks undertaken
- Attend Occupational Health & Safety (OH&S) Committee meetings as required.

### General

- It is the responsibility of all staff to work within Cobaw's Code of Conduct and represent Cobaw as a professional and client-focused organisation and to promote its range of services
- Comply with Cobaw's Instrument of Delegation
- Comply with and contribute to Cobaw's Policy and Procedure Manual
- Carry out all other duties as directed consistent with Cobaw's Strategic Direction
- Maintain professional registration required to practice within the scope of practice outlined in the position description, provide evidence of current registration annually and notify Cobaw of any changes to registration when they occur
- Provide courteous advice and assistance to clients and visitors of Cobaw
- Maintain effective working relationships with staff and regularly participate in team and organisational activities
- Ensure records and accountability information is prepared, kept up to date, and forwarded in a timely manner
- Understand the budget constraints and where possible suggest strategies for improvement
- Be conversant with computer systems and other technology relevant to the position.

## ADDITIONAL INFORMATION

- The successful applicant will be required to undertake a National Criminal History Check (NCHC), a Disability Workers Exclusion Scheme check, and hold a current valid Working With Children Check (WWCC). Appointment is subject to the outcomes of these checks and the provision of a recruitment screening Statutory Declaration (for new employees).
- All employees are required to sign and comply with Cobaw's Code of Conduct, Respectful Workplace Behaviour policy and Statement of Cultural Safety.
- Cobaw is an Equal Opportunity Employer.
- All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries. as well as co-operating with any measures introduced into the workplace to improve OH&S
- Cobaw is an organisation that values diversity. All employees are required to have an awareness of inclusive practice principles as they relate to the following vulnerable community groups: lesbian, gay, bisexual, transgender and intersex, Aboriginal and Torres Strait Islander, people with a disability, culturally and linguistically diverse and people experiencing poverty.

- Cobaw is committed to promoting and protecting the interests and safety of children. Cobaw has zero tolerance of child abuse. All staff working at Cobaw are responsible for the care and protection of children and reporting information about child abuse.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or diseases that might be affected by employment in this position
- Salary sacrifice arrangements are available to all permanent staff subject to Cobaw’s ongoing Fringe Benefits Tax exempt status.
- The position is located in Kyneton however it is expected that all Cobaw staff will have the flexibility and willingness to work from any Cobaw site.
- The company reserves the right to vary the location of the position according to its needs and the needs of its clients and any future changes to Cobaw's area of operation.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place three months following commencement of employment and then on an annual basis.
- The position requires a full and current Victorian Driver’s licence.
- This position is offered subject to ongoing funding.

ACKNOWLEDGEMENT			
CEO Signature			
Name	Margaret McDonald	Date	
Employee Signature			
Name		Date	