

## Position Description

**Service Delivery: Local Coordination Point (LCP) – Intake & Referral Officer**

### Position Details

<b>Position title</b>	Intake & Referral Officer
<b>Group</b>	Service Delivery

### Position Summary

The Intake & Referral Officer assists to advocate on behalf of women and children who have experienced or are experiencing domestic and family violence and assists them to obtain legal protection through an ADVO, as well as information and referrals to appropriate services that meet the on-going needs of the client.

The Intake & Referral Officer assists with the provision of case management and case tracking of clients.

### Organisation information

#### **Mission Australia Founding Purpose:**

“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16). Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

#### **Mission Australia Vision:**

Pathways for life. Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.

**Our Core Values:** Compassion, Integrity, Respect, Perseverance, Celebration

#### **Our Mission:**

Walking alongside those in need, we help them to discover

- Pathways to strong families and healthy, happy children
- Pathways through a successful youth
- Pathways away from homelessness
- Pathways for life and work-ready skills
- Pathways to sustainable employment

### Reporting lines and stakeholder relationships

- The Intake & Referral Officer reports directly to the WDVCS Coordinator.
- Works with the WDVCS Coordinator & Program Managers within their community to ensure the full range of services on offer are available to clients.
- Supported with program advice, tools and resources by Mission Australia’s Standards, Innovation & Practice Group.
- Supported by HR and Finance resources.
- External relationships include key stakeholders and influencers in the local community where service delivery occurs.

## Position responsibilities

### Primary responsibilities:

The work of the Intake & Referral officer includes, but is not limited to, the following duties:

- Assist the Co-ordinator at court to provide information, assistance, referrals and court advocacy to WDV CAS clients, including at hearings, as required;
- Assist the Co-ordinator to work in partnership with NSW Police Force, Local Courts, legal representatives and referral agencies;
- Manage the receipt of referrals and proactively contact women victims of domestic violence in line with required timeframes to offer assistance and assess their level of risk and need;
- Liaise with Caseworkers to provide clients with appropriate case tracking and case management, under the guidance of the WDV CAS Coordinator;
- Compile and maintain case notes and client files, ensuring client information is appropriately collected and kept securely;
- Refer complex client needs to the WDV CAS Co-ordinator;
- Ensure the safety of WDV CAS clients at court by accompanying them into and out of court and obtaining copies of orders and other notices from the court staff on behalf of WDV CAS clients, as required;
- Adhere to the WDV CAP policy manual in undertaking their work, in particular those relating to client confidentiality and privacy, referrals to and from the WDV CAS, client and worker safety, staff professionalism, child protection notifications and follow-up assistance;
- Collect data for the WDV CAP replace and any other information, as directed by the Co-ordinator;
- Undertake WDV CAP Core Training through Legal Aid NSW.

### Work Health & Safety (WHS)

- Mitigate the risk to all staff, visitors, and clients by demonstrating compliance with WHS requirements by engaging in consultation with staff to ensure risk management planning, incident reporting and management and safe work practices are implemented.
- Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the health, safety and welfare of employees, volunteers and clients at Mission Australia.

### Other responsibilities:

- Adhere to the WDV CAP Model of Practice.
- Actively support Mission Australia’s purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc);
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by Mission Australia in relation to Work Health and Safety.
- Actively support Mission Australia’s Reconciliation Action Plan.

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## Mission Australia Competencies

The Intake & Referral Officer will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected behaviours
Achieves Results	<ul style="list-style-type: none"><li>• Adheres to and works within processes and systems to ensure efficient delivery</li><li>• Asks for help when needed; works through issues with managers</li><li>• Demonstrates courage in leadership to confront issues and risks</li><li>• Is action oriented</li></ul>
Is accountable	<ul style="list-style-type: none"><li>• Demonstrates accountability for own actions; delivers what is promised</li><li>• Escalates issues appropriately and early</li><li>• Exhibits honesty and integrity</li><li>• Adheres to disciplines of tracking targets &amp; consequence management within own team</li></ul>
Works and collaborates with others	<ul style="list-style-type: none"><li>• Proactively offers assistance in achieving mutually beneficial outcomes</li><li>• Involves others, shares information and ensures people are kept informed of progress, changes and issues</li></ul>
Builds sustainable relationships	<ul style="list-style-type: none"><li>• Develops, builds and maintains internal and external relationships to ensure strategy is achieved</li><li>• Role models respect and collaboration to maximise opportunities and organisation outcomes</li></ul>
Deals with ambiguity and complexity	<ul style="list-style-type: none"><li>• Identifies risks, issues and opportunities and escalates in accordance with procedure</li><li>• Assesses information and involves others in finding a solution</li><li>• Communicates progress to teams</li></ul>
Inspires a sense of purpose and direction	<ul style="list-style-type: none"><li>• Fosters an environment that focuses on client satisfaction and results</li><li>• Leads by example with Mission Australia values</li><li>• Advocates on behalf of the client; takes the client's perspective into consideration</li></ul>
Communicates Effectively	<ul style="list-style-type: none"><li>• Presents information, decisions and reasons clearly and concisely</li><li>• Communicates plans, team progress and issues to team in a timely manner</li></ul>

## Knowledge, skills and experience

- Understanding of domestic violence, its complexities and consequences, particularly as they affect Aboriginal women and children, and sensitivity to their needs;
- Ability to work with local Aboriginal communities and the broader community to promote awareness of domestic violence and WDVCS services;
- Good communication skills, particularly in negotiation, advocacy and conflict resolution;
- Good networking skills; and
- Good organisational and administrative skills.