

**Position Description**
**Position title: Intake Support Worker**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: **Intake Support Worker 2 days per week.** |
| Division: | Service Delivery |
| Reports to: | Triple Care Farm - Program Manager |
| Position Purpose: | Receiving referrals, conducting assessment and completing admission for young people entering the programs at Triple Care Farm. |
| Key Result Areas | * KRA 1 Client Support
* KRA 2 Program Support
* KRA 3 Administration
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| Key Challenges | * A high volume of calls received.
* Referring enquiries onto appropriate services where TCF is unable to meet their needs.
* Collecting complex client information
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1 – Client Support: Intake** |  |
| **Key tasks** | **Position holder is successful when** |
| * Receiving enquiries & applications for admission to the programs at Triple Care Farm.
* Liaising with family members, case workers, significant others and prospective students, to gain appropriate and adequate information to effectively assess admission suitability.
* Book in initial assessments, co-ordinate staff to complete assessment interviews, in consultation with case management team and counselors
* Collation of all background information required for assessment committee decision.
* Arranging the expedient admission of suitable applicants to the program and informing relevant staff of information to ensure the sensitive reception of young people to the programs at Triple Care Farm.
* Confirm commencement of program with young people and relevant stakeholders.
* Ensuring the maintenance of liaison with other relevant TCF support agencies to ensure the provision of an appropriate range of additional services.
* Provide phone support to community members and referrals to Family Drug Support completed where needed.
* Support young people to enter the program by assisting with intake including completion of intake paperwork, bag and property searches and orientation to the program. Also supporting their to orient to the program (show them around and introduce them to people).
 | * Program enquiries responded to appropriately and all client contact is documented according to policy and procedure.
* Referral packages are maintained and distributed (email, fax, post).
* Assessment interviews are conducted on site and coordinated with the case management team
* Correspondence confirming stage of the program for stakeholders completed and filed.
* Young people supported through the process of entering the program at TCF.
* All detailed are recorded on file accurately for each young person on day of intake.
* Person and belongings searches are completed and noted in young people’s file.
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| **Key Result Area 2 – Program Support** |  |
| **Key tasks** | **Position holder is successful when** |
| * Participant files (paper and computer based) completed for all new clients.
* Where necessary refer clients to other internal and external support services or medical professionals.
* Ensure the maintenance of log and communications books as described in the TCF Service Based Policy and Procedure Manual.
* Actively participate in regular supervision sessions to ensure quality of practice and professional development.
* Participation in the team meetings, contribute to case planning and support young people to achieve their goals.
* Actively contribute to the development of the program through involvement in internal forums and development projects as required
 | * Participant files (paper and computer based) completed for all new clients.
* Participant files are completed to Mission Australia standard and kept confidentially at all times
* All required supervisions are attended
* Contributions are made to the Case management team meeting.
* Contribution is made to the ongoing development of the program.
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| **Key Result Area 4 – Administration** |  |
| **Key tasks** | **Position holder is successful when** |
| * Participating in individual and team professional development and learning activities.
* Completion of monthly statistics, submitted to the research officer.
* Adherence to Mission Australia and Triple Care Farm service based policies and procedures.
* Undertake a range of administration tasks as required or directed by the Program Manager.
 | * Contribution is made to weekly communications meetings.
* Client files are completed to Mission Australia standard and kept confidentially at all times.
* All required administration is completed and reports presented to management as required, including monthly statistics
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| **P****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace
* Ensure required workplace health and safety actions are completed as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

 **Purpose and Values** |
| * 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.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| Competencies |
| * Relationship Management
* Technical Expertise
* Communication and Influence
* Values Alignment
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| Experience and Qualifications |
| * Relevant tertiary qualifications (Social Work, Dip Youth Work, Dip Community Services)
* A comprehensive understanding of the issues and needs of the service users.
* At least two years’ experience working in the specialized AOD service sector.
* Proven experience in case management.
* Proven ability to network with other agencies
* High level of numeracy, written and verbal communication skills
* Holds a current First Aid Certificate
* Holds a current driver’s license.
* Ability to work as part of a team.
* High literacy in a Windows software environment.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [x]

**Other (prescribe)** [ ]

**Approval**

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| **Manager name**  | Gabriella Holmes | **Approval date** | 30/07/19 |