

Position Description

Title	Duty and Intake Officer
Business unit	Care & Placement Services Children, Youth & Families
Location	126 Raymond Street, Sale
Employment type	Part time Ongoing
Reports to	Team Leader, Care and Placement Services

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

As a key member of the Home Based Care team, the Duty and Intake officer receives placement referrals for children and young people requiring an out of home care placement. The Duty and Intake Officer works closely with our foster carers, and the Placement Coordination Unit at the Department of Families, Fairness and Housing (DFFH) to establish placements for children referred to a wide range of Care and Placement Services offered by Uniting across Inner and Outer Gippsland. The role also works closely with the wider Uniting Care and Placement Services teams to support Case Managers in the establishment of new placements and compliance requirements and is also responsible for supporting carers with day-to-day requirements.

It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and foster excellent working relationships within the Care and Placement team and with key stakeholders.

2. Scope

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Budget:

nil

People:

nil

3. Relationships

Internal

List key internal relationships that this position has primary and regular day to interaction with

- Program management
- Team members
- Volunteers
- Foster and Kinship Carers

External

- Clients and families
- Department of Families, Fairness and Housing
- Alliance partners and funding bodies

4. Key responsibility areas

Briefly outline the primary responsibilities of this position in bullet points, (keep it brief but ensure you list all key areas of responsibility) – group under headings in order of importance – see examples below:

Service delivery

- Manage a daily duty system and provide exceptional service to carers, clients, consumers, community members, staff, volunteers and stakeholders
- Timely acceptance of referrals for placement from DFFH, generating discussion with the team around availability, and informing/advising the Practice Leader
- Provide information and advice to perspective foster carers
- Provide administration support as required
- Communicate all relevant information to others as required, including DFFH
- Keep abreast of relevant theoretical legislative and policy documents
- Participate in case allocation, case planning, review and case closure processes for care and placement services clients
- Provide case work support to Care and Placement programs as required
- Maintain office systems necessary for effective, efficient and accountable administration including but not limited to assisting with reporting requirements
- Provide orientation to new program staff on office procedures and systems
- Maintain file registers and centralised filing systems as required
- Other duties as required or directed

Administration

- Ensure all administrative and reporting requirements of the Programs are completed and submitted to the Program manager for submission to relevant organisations within the appropriate timeframe
- Provide administration support and data entry to client management systems and databases updating forms to reflect changes in program data as required

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- Support duties associated with training and recruitment of foster carers, volunteers and staff where required
- Ensure administration procedures are carried out according to the requirements of the DFFH/Quality standards

Quality and risk

- Undertake review and evaluation of program and professional practice
- Comply with organisational effectiveness strategies of Uniting Gippsland, including development of Business plans, personal objectives and training plans
- Ensure all administrative and reporting requirements of the program are completed and submitted to the relevant organisations within the appropriate timeframe
- Use principles of best practice to provide an innovative and responsive program

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:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Post Secondary Qualifications in Community Services/Social welfare or related field.

Experience

- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and work under pressure
- Ability to problem solve and effectively manage feedback
- A demonstrated knowledge and understanding of issues surrounding the care and placement service systems and the available resources and services in Gippsland
- Demonstrated ability to communicate effectively with adults, adolescents, children and sector representatives
- Skills in assessment, intake and case management

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Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Respectful interactions:** respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willing to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** excellent organisational skills with a high level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills
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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.
