

POSITION DESCRIPTION

Position Number:	1074
Position Title:	Intake Officer
Position Type:	Full time or Part time, Permanent
Position Level:	SCHADS level 4.1
Location:	Darwin
Direct Reports:	Nil
Responsible To:	Manager Intake and Client Services

About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Vision

Relationships Matter - Respectful Relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

Purpose

To embrace and improve individual, family and community wellbeing through our supportive, professional and culturally appropriate counselling, mediation and family meetings.

Values

We value

We demonstrate this by:

RESPECT:

Respecting the rights of individuals, families, stakeholders, our clients and our employees, to make informed choices.

ABORIGINAL & TORRES STRAIT ISLANDER:

Supportive two-way learning to strengthen our services, by embracing culturally innovative service provision and employment for First Nations people.

INTEGRITY:

Providing services which are appropriate, supportive to client and community needs and which adhere to the highest ethical standards.

SOCIAL JUSTICE:

Promoting and pursuing a society which is equitable and inclusive.

EXCELLENCE:

Pursuing excellence through critical and continuous reflection, professional and organisational development, best practice and innovation.

DIVERSITY: Advocating inclusiveness to all regardless of age, gender, race, sexuality, disability, religion and any other unique talent.

Summary of Position

The Intake Officer position provides effective screening and referral services to clients of Relationships Australia NT. The position undertakes case management of sensitive client matters and liaises with counsellors, mediators and other personnel. The incumbent and the services provided are subject to relevant legislation and RA-NT policies and procedures.

Within this role, you are required to meet and comply with the Behaviour Standards outlined in our Safeguarding Children and Young People Practice and Behaviour Guidelines, be subject to RA-NT policy, and actively participate in cultural safety and “cultural fitness”.

Key Duties and Responsibilities

- Provide a professional first point of contact for clients accessing Relationships Australia NT and assess for suitability and/or assist clients with referrals to other appropriate services.
- Maintain and coordinate an active case load to ensure effective service delivery to clients accessing the mediation and counselling programs.
- Maintain a client waitlist and liaise with practitioners regarding available appointments.
- Liaise and consult with colleagues regarding the intake process to ensure effective dissemination of appropriate referral information for identified cultural groups including Aboriginal and Torres Strait Islanders and CALD clients.
- Maintain appropriate records and files including computer database records.
- Provide a high level of confidentiality regarding client and organisational matters and promote a positive image of the organisation in the community.
- Promote RA-NT's services, through professional and community networking, public information sessions, and other public relations and promotional activities, as required.
- Participate in regular meetings and provide reports to management as required.
- Contribute effectively to a multi-disciplinary team environment and assist in general reception, administration, and undertake other duties as required.
- Undertake other duties or special projects, and provide other assistance as directed by the Manager Intake and Client Services.
- Flag safety concerns such as, family and domestic violence and child safety for screening and risk assessments.

Qualifications and Experience

Essential

- Tertiary qualifications in Social Sciences or other relevant areas.
- Demonstrated experience in working in a professionally competent manner in a human services setting and an ability to engage distressed clients to identify their support needs, both in person and by telephone.
- Ability to demonstrate professional competence appropriate to screening and assessment of people experiencing family relationship issues.
- Demonstrated case management experience including all aspects of information recording, file administration, and liaison with service providers to deliver effective client services.
- Advanced level of administrative skills and experience in the use of IT databases and computer systems.
- Experience in provision of referral options for clients to access appropriate services.
- Knowledge of current theory and practice relating to family relationships and a demonstrated understanding of the relevance of domestic violence and child protection considerations when assessing a client's needs.
- Demonstrated capacity to maintain confidentiality over sensitive client information and to contribute positively to a multi-disciplinary team environment.

- Experience in the provision of services to Aboriginal and Culturally and Linguistically Diverse clients and a willingness to participate in cross-cultural training and events.
- Willingness to uphold RA-NT values, and to comply with workplace policy and Code of Conduct, and a commitment to ongoing professional development.

Desirable

- Awareness and understanding of safety concerns such as, family and domestic violence and child safety for screening and risk assessments.

Requirements

- A satisfactory Northern Territory working with children's check.
- A satisfactory National Criminal History Check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Work Health and Safety

- Demonstrated safe work practices for personal health and safety, and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction and co-operate with any reasonable policy or procedure of the organisation relating to health or safety in the workplace.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date:

<i>Reviewed by:</i>	<i>Human Resources</i>	<i>April 2023</i>
<i>Review due by:</i>	<i>Human Resources</i>	<i>April 2024</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	<i>March 2022</i>