

POSITION DESCRIPTION

Position Number	1116
Position Title:	Team Leader - Intake
Position Type:	Full Time
Positions Level:	SCHADS Level 5
Location:	Darwin
Direct Reports:	5
Responsible To:	Manager – Community Wellbeing Team

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.

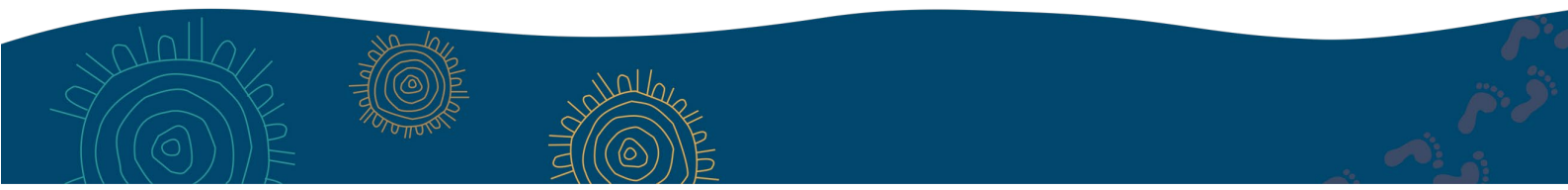
Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value: <i>Listen with compassion</i>	This means: We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
<i>Work together with respect</i>	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
<i>Celebrate difference and promote fairness</i>	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
<i>Strive for quality and trust</i>	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.



Position Statement

The Team Leader - Intake is responsible for the effective leadership of the Intake Team. This role oversees the day to day operations of intake services, ensures high quality service delivery, and provides clinical and operational support to the team. The Team Leader plays a key role in facilitating access to RA-NT's programs, conducting risk assessments, and promoting the organisation's services to the community.

Key Accountabilities and Deliverables

- Oversee the day to day operations of the intake team, including team member's rosters.
- Monitor team performance and report regularly to the Manager of the Community Wellbeing Team.
- Conduct line management meetings and complete performance reviews for team members.
- Identify and respond to training needs within the intake team, ensuring staff are adequately trained to deliver high quality services.
- Provide clinical debriefs to staff to support their wellbeing and professional development.
- Undertake risk assessments for Family, Domestic, and Sexual Violence using the Common Risk Assessment Tool (CRAT).
- Conduct risk assessments for suicide and other risks that may impact client safety or service delivery, ensuring appropriate intervention and escalation processes are followed.
- Maintain and coordinate an active caseload to ensure effective and timely service delivery for clients accessing RA-NT programs.
- Manage a client waitlist and liaise with practitioners regarding appointment availability and caseloads.
- Maintain accurate and up to date client records in accordance with RA-NT policies and procedures.
- Ensure operational manuals in the intake area are up to date and comply with organisational policies and procedures.
- Provide regular reports to management, including updates on team performance, client waitlists, and service delivery outcomes.
- Liaise with managers from other teams to manage client waitlists, caseloads, and provide updates during monthly meetings.
- Participate in organisational and team meetings as required.
- Participate in outreach activities as required.
- Ensure a high level of confidentiality regarding client and organisational matters.
- Undertake other duties as directed by the Manager.

Qualifications and Experience

Essential

- Tertiary qualification in Social Work, Psychology, Counselling, or a related field, with eligibility for membership of relevant professional associations (e.g., AASW, PACFA, ACA).
- Demonstrated experience in team leadership or management within a community services or counselling setting.
- Strong skills in risk assessment, including for Family, Domestic, and Sexual Violence, suicide, and other client safety concerns.
- Excellent communication, organisational, and time management skills.
- Experience in maintaining client databases and reporting systems.
- Commitment to confidentiality and ethical practice.

Desirable

- Exposure to or understanding of not-for-profit organisations.
- Strong working knowledge of or the ability to learn Penelope (cloud based case management software platform.)

Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Acknowledgement

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

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

Employee Name (Please Print):

Date:

Reviewed by:	Human Resources	January 2025
Review due by:	Human Resources	January 2026
Approved by:	Chief Executive Officer	January 2025

