

Position Description	
Position Title:	Intake Officer
Position Type:	Full-time or Part-Time
Position Level:	SCHADS Level 4
Location:	Darwin, Northern Territory
Direct Reports:	Nil
Responsible to:	Team Leader - Intake
Requirements:	- Ability to maintain a current Northern Territory working with children check (Ochre Card). - A satisfactory national criminal history check.

About Relationships Australia NT

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

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:	This means:
Listen with compassion	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.
Work together with respect	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.
Celebrate difference and promote fairness	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.
Strive for quality and trust	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 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 accountabilities and deliverables

- 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.
- Manage client waitlists and liaise with practitioners regarding appointment scheduling and caseload management.
- Identify safety concerns such as self-harm, family and domestic violence, and child safety during screening and risk assessments. Escalate and manage collaboratively identified as required.
- Liaise and consult with colleagues regarding the intake process to ensure safe, trauma-informed, and effective dissemination of appropriate referral information for clients depending on identified demographics and circumstances.
- Provide a high level of confidentiality regarding client and organisational matters.
- Maintain appropriate records and files including client database records.
- 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.

Qualifications and Experience

Essential

- Tertiary qualifications in Social Sciences or other relevant areas.
- Demonstrated competency and experience in social services sector and an ability to engage safely with distressed clients to identify their support needs, both in person and by telephone/video conference.

- Demonstrated competency in screening and assessment of people experiencing family relationship issues and provision of internal/external referral for clients to appropriate services.
- Demonstrated knowledge of informed consent and mandatory reporting duties in relation to family domestic violence and child protection.
- Demonstrated case management experience including all aspects of information recording, file administration, and liaison with practitioners to deliver effective client services.
- Advanced level of administrative skills and experience in the use of IT databases and computer systems.
- Knowledge of current theory and practice relating to family relationships.
- 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.

Desirable

- High level of awareness and understanding of safety concerns such as self-harm, family and domestic violence and child safety for screening and risk assessments.
- Proficient digital literacy - advanced level of administrative skills and experience in the use of IT databases and computer systems.

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.

Relationships Australia NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation. Therefore, all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

Please note that Position Descriptions are under regular 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: