

<b>POSITION</b>	<b>Intake Practitioner</b>	<b>STATUS</b>	Full time
<b>REPORTS TO</b>	Team Leader	<b>LOCATION</b>	Cheltenham

#### BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

#### PURPOSE OF ROLE

The Centralised Intake Service is designed to ensure all first contacts with Better Place Australia are responded to promptly, responsively and in a way that encourages and reinforces help-seeking behaviours.

Specifically, the position holder will:

- Receive and respond to general enquiries into Better Place Australia.
- Receive referrals into Better Place Australia.
- Undertake initial screening to determine need and service pathway.
- Provide information, advice and referral to those requiring any Better Place Australia Service.
- Assist with the determination of the priority of a response, and allocation to Team Leader or other services.

The role includes both telephone and direct intake and screening services individuals, couples, children, families and other professionals and agencies. The majority of the intake service is provided within the Better Place Australia Central Office.

## **WORK PERFORMED**

### ***Intake:***

- Respond to telephone calls promptly and appropriately.
- Provide a welcoming and responsive first point of contact for separated couples/parents, their families, and other agencies seeking services.
- Tailor an intake response best suited to the client and their circumstances (eg via phone, on site, at another agency, at a local school).
- Liaise with referring individuals, families and agencies as appropriate.
- Display an awareness of the needs of clients from indigenous and culturally and linguistically diverse backgrounds.
- With the direction of the Team Leader, support the review and development of the Centralised Intake Service to ensure it remains relevant to client need, funding guidelines and organisational expectations.

### ***Interim Response:***

- Work in a consultative manner with local Indigenous and Migrant Information Services as required to ensure that service provision is implemented in a culturally sensitive manner.
- Establish and maintain contact with relevant community service organisation, departments, and individuals as appropriate.
- Undertake accurate, confidential and timely record keeping, filing and general maintenance of client information in the intake process.
- Support specific programs as directed by Team Leader by developing/utilizing specialist technical knowledge and/or stakeholder relationships to ensure effective service delivery (eg, TWBSS, Elders, Medicare).
- Participate in supervision, secondary consultation and professional development as negotiated with line manager.
- Organize own daily work schedules to achieve output targets.
- Utilise prescribed databases for the collection, collation, analysis and reporting of statistical data.

### ***Team Membership and Participation:***

- Provide mentoring and peer support to other staff within the Centralised Intake Service.
- Assist with training new staff within the Intake Team.
- Assist in the development of policies, protocols and procedures associated with the intake service.
- Contribute constructively to the development of a positive culture at the team and organisational level.
- Make an active commitment to the development and maintenance of a cohesive multi-disciplinary team and participate in staff meetings, team meetings and staff development.
- Serve as internal subject matter expert/stakeholder point of contact for Intake processes related to specific programs as directed by Team Leader (eg, TWBSS, Elders, Medicare).
- Participate in the Performance Planning and Review process.
- Take responsibility for your own learning and development as a professional and a member of the Intake Team.

### ***Quality & Compliance***

- Ensure any quality risks are identified and reported promptly and that prevention strategies are

implemented to ensure the safety of all clients and staff.

- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services are in compliance with applicable funding contracts, including reporting requirements.

**Other:**

- Other duties as assigned and which are consistent with the scope of the position.
- Ensure compliance with Better Place Australia's code of conduct and related organisational policy material.
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

## KNOWLEDGE AND EXPERIENCE

**Essential:**

- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing.
- Demonstrated ability to gather screening data and determine eligibility for access to services with client, family and other persons.
- Demonstrated ability to conduct risk, safety and wellbeing assessments and make sound judgments in relation to risk, needs and prescribed actions.
- Demonstrated experience involving customer contact via telephone.
- Commitment to learning and an interest in Family Support Programs, Family Law and Family & Children's Services program streams, including the requirements of the Family Law Act 1975 and its amendments.
- Demonstrated ability to present information to others in a coherent and logical sequence.
- Understanding and respect of the community's cultural diversity.
- Demonstrated awareness and commitment to working in the best interests of clients.

**Desirable:**

- Certificate IV or Diploma in Welfare, Community Services or other related discipline and/or previous relevant experience in the social services sector.

## PERSONAL COMPETENCY REQUIREMENTS

- Sound ability to actively engage and build rapport with people in crisis.
- Excellent communication and interpersonal skills.
- Excellent organisational and time management skills and the ability to be self-directed.
- Demonstrated sound computer literacy (use of email, Word, Excel etc) and data entry skills.
- Ability to think systematically in relation to client planning, at the same time focusing on specific issues.
- Attention to detail in information gathering and assessment.
- Demonstrated experience in working within a multi-disciplinary team.

<ul style="list-style-type: none"> <li>• Ability to work harmoniously with a team.</li> <li>• A strong customer service approach.</li> </ul>
<b>RISK SCREENING</b>
<ul style="list-style-type: none"> <li>• Current satisfactory National Police check.</li> <li>• Working with Children Check (Victoria).</li> </ul>
<b>KEY RELATIONSHIPS / INTERACTIONS</b>
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Administration Coordinators.</li> <li>• Practitioners.</li> <li>• Program Coordinators.</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Clients and their family members.</li> <li>• Members of the Community.</li> <li>• Community and Government Representatives and Service Providers.</li> </ul>
<b>GENERAL INFORMATION</b>
<p>Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.</p>