



Position description

Intake Officer

About us

Community Gateway formed in 1976 and is a child-safe organisation that provides welfare and capacity building programs. Our services are aimed at alleviating disadvantage. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

We are proud to say that Community Gateway is a registered charity that holds QIP accreditation, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*.

We are an equal employment opportunity employer. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our vision

Many tracks, one road, sustaining community

Strategic priorities

- Strategic investment
- Innovation
- Social impact

Our values

- Vision
- Respect
- Commitment
- Integrity
- Innovation

Our practice framework

Community Gateway's purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures our practice is evidence-based and responsive to the needs of our communities, enabling positive social impact. The elements of our framework include:

- Creating social impact
- Designing our services
- Enhancing access
- Responding to need
- Delivering quality services
- Measuring outcomes
- Support our work

Our services

Community Gateway delivers a range of programs funded recurrently through state and commonwealth government, fee for service and philanthropic grants.

Finance programs

Community Gateway delivers financial inclusion programs in outreach locations across the Far North Coast, such as NILS no interest loans, budget counselling and Tax Help.

NSW financial inclusion

Our state-wide NSW financial inclusion aims to promote and support financial inclusion services throughout NSW. This service facilitates the NSW Financial Inclusion Network.



Homelessness programs

Our Helping Hands service delivers case management for Aboriginal people who are homeless or at risk of homelessness, in partnership with the Far North Coast Aboriginal Alliance and the Far North Coast Homelessness Alliance.

Child and adolescent trauma counselling

Provides counselling services for children and adolescents who have or are experiencing the impacts of trauma.

Adult trauma counselling

Our Reaching Out sexual assault service provides counselling for adult survivors of sexual assault.

Community Hub

We are the Community Hub for Lismore, providing direct welfare assistance from our shop front and through our outreach programs across the Far North Coast. These services include intake, assessment, information, assisted referral, showers, washing machine, community pantry, backpack beds.

Emergency relief

Our First Step emergency relief service is delivered through our shop fronts and outreach locations at Lismore, Casino, Kyogle, Murwillumbah, and Byron Bay. We provide energy vouchers, food, fuel and pharmaceutical assistance.

Volunteer management

Increases opportunities for people to participate in social and economic life for the broader community through volunteering. We do this by building effective volunteering practices and opportunities within organisations and communities, increasing volunteer diversity and improving access to volunteering information. We provide access to training, development and resources to volunteers and the organisations that want to use them, supporting best practice in volunteer management.

Community visitors

Our Community Visitors Scheme links volunteers with aged people residing in an aged care facility or living in their home supported by a home care package.

Rainbow Region Kids

Provides accredited before school care, after school care and vacation care across 6 locations. Developed with the 'my time our place' framework, this service provides government subsidised outside school hours childcare for school aged children.

Warruwi

Warruwi gambling help is a community development service that works with Aboriginal communities and mainstream gambling help programs to provide access to culturally appropriate counselling and responsible gambling services.

Connecting Families

Connecting Families works with vulnerable families to support and develop skills regarding parenting, attachment and emotional or behaviour management. We aim to establish a stable platform from which families can develop healthy, nourishing connections. Our service is tailored to suit the individual needs of each family. Our flexible supports and resources are delivered from our custom-designed facilities, session rooms and in families' own homes. The program adopts the Parents under Pressure curriculum, exploring key life areas relating to attachment and emotional management such as health and well-being, building support networks, parental identity, engaging children in play, mindful parenting, relational skills, and managing addictions.



Position overview

Details

Position Title

Intake Officer – Team Leader

Branch

Community Services Branch

Reports to

Manager – Community Services

Award

SCHCADS 3

Benefits

- Salary packaging
- Paid bonus leave during the Christmas shutdown

Hours

70 hours/fortnight

Probationary period

6 months

Summary

The Intake Officer through a person-centred approach will provide intake, assessment information, and referral services for disadvantaged people, through telephone, face to face, virtual and email enquiries. The position provides short term intervention through the emergency relief and EAPA programs and works collaboratively with the client to develop an action plan to achieve agreed outcomes.

The Intake Officer whilst working as part of a team will promote a positive team culture. This position is a team leader within the intake team and provides on the job supervision and support of students, volunteers and lower-level paid employees within the program.

Key accountabilities

Purpose and values

- Actively support Community Gateways' vision, strategic priorities, and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times and upholds expected ethical standards.
- Maintain knowledge and understanding of the diversity, values, beliefs, and history of the community we serve.
- Operate in line with Community Gateways' policies and procedures.
- Promote and work within Community Gateways' practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance based and collaborative culture.

Program accountabilities

- Provide intake, assessment, information, and referral services for disadvantaged people, through telephone, face to face, virtual and email enquiries.
- As the intake point of contact for emergency relief and EAPA services, undertake a needs assessment in line with eligibility requirements of these programs
- Using a person-centred approach, screen and assess needs, prioritise offer appropriate brief interventions and make appropriate follow up appointments and referrals.



- Engage with clients and / or referrers to conduct assessments by phone to assess suitability of the program for referred clients. Phone assessments include assessing reason for referral; identifying presenting problems, mental health symptoms and impact of mental health difficulties on client's functioning; risk assessments for suicide, and self-harm, as well as potential risk of harm to children.
- In collaboration with the client develop an action plan and facilitate an internal and external referral process
- Coordinate short term interventions to those waiting for appropriate support
- Explore solutions to make the service more accessible ensuring people don't fall through the cracks
- Assess level of risk for clients with a strong focus on identifying any child protection concerns and/or suicide risk.
- Report information about clients and their level of risk to management for reporting to relevant authorities e.g. Child Protection authorities, Health professionals, Police
- Obtain consent from the client to make referrals to access supports
- Ensure relevant documentation is completed to facilitate the carer support planning process
- Minimum of 5 appointments completed each day to meet the overall targets of the program
- Liaise with internal staff and external service providers to facilitate a referral
- Assist the client to self-refer to local services.
- When appropriate make referrals on the client's behalf, with the consent of the client to local services
- Assist Program staff with access to Community Hub services
- Seek consent to collection of data and ensure carer understands how their data may be utilised
- Accurately complete and maintain all comprehensive records, reports, case notes and outcomes in accordance with the Community Gateway's procedures
- Accurately maintain the collection of statistical information for internal and external reporting procedures using relevant templates and software
- Enter required information accurately in the CRM database in accordance with minimum data collection requirements
- Collect data and keep records in accordance with any legislated mandatory reporting and privacy laws
- Supervise the work of students, volunteers and entry level or lower-level paid staff
- Mentor staff within the team
- Provide and document regular supervision and support to staff.
- Promote a positive team culture
- Monitor and enter regional partner ER data recording



- Complete outcome measurement processes at regular intervals to measure improvements/changes in client wellbeing
- Provide monthly reports using qualitative and quantitative data
- Perform other duties as directed by management.

Professional accountabilities

- Actively undertake work planning and participate in regular supervision sessions.
- Meet agreed work plan and/or program targets.
- Actively participate in all team and branch meetings, whole of organisation meetings and individual supervision of work plans.
- Pursue new skills and knowledge for personal and organisational development.
- Contribute to the development of the Community Gateway through participation in organisation wide planning and review process, performance planning reviews and other activities, as required.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Communicate appropriately in a range of context.
- Ensure a trauma informed approach in regard to all client relations

Selection criteria

Essential

1. Relevant tertiary qualifications in social science/social work or welfare qualifications with relevant working experience
2. An understanding and sensitivity to the needs of Aboriginal and Torres Strait Islander people and people from diverse background
3. Sound knowledge of person-centred practice and working within an outcomes-based framework.
4. Interpersonal skills that demonstrate an ability to work with a diverse range of people, in particular the ability to engage with Aboriginal and Torres Strait Islander Peoples.
5. An ability to analyse problems/difficult situations, to apply assessment criteria and to seek solutions that best support each individual's aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections.
6. Verbal and written communication, as well as well-defined negotiation and mediation skills.
7. Sound computer skills.

Desirable

1. Experience with ChilliDB CRM software.
2. Understanding of Emergency relief and EAPA programs.

Additional requirements

1. Current NSW Drivers licence.



2. A National Criminal History Records check
3. Evidence of COVID vaccination in line with the NSW Public Health Order

For office use only

Version [3]

CEO approval [14/10/2021]