

Position Description

Position:	Intake Officer	Reports to:	Operations Manager via Team Leader
Award:	SCHADS	Classification:	Level 4
Status:	Full-time/Part-Time/Job Share	Location:	175 Fullarton Road DULWICH

Summary

The Intake Officer is a key frontline person prioritising and managing consumer and carer contacts with ARAS. This role provides a referral point for callers, and, where appropriate, refers callers to alternative services according to identified need. The Intake Officer gathers all relevant information required for the prioritisation of referrals, and works as part of a team providing information, and referrals to consumers and/or their representatives to enable them to understand and exercise their rights.

KEY RESPONSIBILITIES

- Intake, Screening and referrals.
- Co-ordination with relevant programs, Advocates and external Service Providers.
- Administration, input and maintenance of information in ARAS consumer database, ensuring that information in the database is kept updated.

Key Responsibilities	Key Performance Indicators
1. Intake	1.1 Screening of potential new consumers for eligibility for advocacy using ARAS Assessment Checklist. 1.2 Provide first-line information (verbal, electronic and printed resources) to support callers with exercising their rights. 1.3 Provide timely information about appropriate support services and help to engage consumers with service providers. 1.4 Where services are required from ARAS, refer to Advocate in relevant program once screened and prioritised.
2. Screening	2.1 Initial evaluation of caller needs to ascertain whether the individual requires services that ARAS provides or offer a referral according to identified need. 2.2 Prioritise caller where call backs may be required, i.e. high priority to low priority. 2.3 Promptly report high-risk consumers to Advocate for appropriate action. 2.4 Provide information and guidance to assist consumers to engage in self-advocacy if appropriate. 2.5 Refer callers to internal and external services as appropriate. 2.6 Follow up to ensure all calls have been actioned and note actions in database.
3. Administration & Documentation	3.1 Maintain up-to-date records in the consumer database. 3.2 Maintain high standard of client case notes in line with the ARAS Client Records and Case Notes procedure. 3.3 Case notes entered into the client database immediately after any case activity.

	<p>3.4 Comply with data collection standards.</p> <p>3.5 Contribute to State and National Key Performance Indicators.</p> <p>3.6 Assist Education & Events Officer by booking education sessions.</p> <p>3.7 Undertake varied and ad hoc duties providing administrative support to the Senior Management team, in a small team environment.</p>
4. Continuous Quality Improvement	<p>4.1 Ensure that all statutory requirements are being met or exceeded including but not limited to funding agreements, Commonwealth and State legislation and related regulations and guidelines.</p> <p>4.2 Promote and support reflective practice in all ARAS staff, and demonstrate commitment to continuous quality improvement.</p> <p>4.3 Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.</p> <p>4.4 Support action research projects relating to the provision of high quality services for clients and their families.</p> <p>4.5 Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.</p> <p>4.6 Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.</p> <p>4.7 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation</p>
5. Personal & Professional Development	<p>5.1 Continue to develop professionally and personally to meet the changing needs of the position and the organisations.</p> <p>5.2 Participate in the organisation's performance management process.</p> <p>5.3 Attend training as identified through the performance management process, or as identified by management.</p> <p>5.4 Maintain knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.</p> <p>5.5 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p>
6. Know and apply ARAS policies and procedures	<p>6.1 Demonstrated alignment to the ARAS mission and values, including the strategic plan.</p> <p>6.2 Model and foster behaviours aligned with the ARAS Code of Conduct.</p> <p>6.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>6.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

Qualifications

- A tertiary qualification in human services, law, social work, behavioural science and/or community services or an equivalent combination of relevant experience, education and/or training.

Knowledge and experience

- The ability and experience to undertake intake and screening activities, including basic bio-psycho-social assessment to determine consumer needs, and to assist consumers to access appropriate services.
- Experience in working with and or advocating for people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework.
- Demonstrated ability to understand and apply legislation particularly *Aged Care Act 1997* and related Principles and *Retirement Villages Act 1987* and related regulations, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written and verbal communication skills.
- High-level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

Specific employment requirements

- Current National Police Clearance required.
- Current Working with Vulnerable Persons Clearance.
- Vaccinations against annual influenza, and up to date COVID-19 vaccination.
- Work outside of normal office hours may be required from time to time.

MONITORING, EVALUATION AND REVIEW

Status:	APPROVED	Control:	Human Resources
Approved by:	CEO	Version:	2.2
Effective Date:	1 st July 2020	Review Date:	30 th June 2022

Acknowledgement

I, acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

Employee

Name: _____

Signed: _____

Date ____/____/____

Human Resources Manager

Name: _____

Signed: _____

Date ____/____/____