**POSITION DESCRIPTION**

1. **TITLE:** Intake Worker
2. **REMUNERATION:** UnitingCare Community Enterprise Agreement 2012 – 2014

Schedule Professional and Administrative Workers Schedule

Level 5

1. **PROGRAM OR SERVICE:** Family and Child Connect
2. **REGION AND/OR LOCATION:** Central Queensland
3. **OUR ORGANISATION:**

As one of the largest community service providers in Queensland, UCC exists to strengthen the lives of individuals, families and communities. Across Queensland we provide programs and services to support individuals and communities, children and families, youth and people living with disability. UCC also provides Lifeline crisis counselling and support services and operates Lifeline retail outlets. UCC has an annual turnover of $175M and delivers services from over 250 service outlets engaging around 2,800 employees and 5,600 volunteers.

1. **OUR VALUES:**

UnitingCare Community acknowledges that people are informed by a variety of belief systems.   Our ‘Shared Values’ are - *Compassion, Respect, Justice, Working Together, Leading through Learning*.  Your commitment to our Shared Values through your actions, behaviour, practices and in achieving outcomes is a fundamental requirement of this role and key to working successfully in UnitingCare Community.

1. **OUR COMMITMENT:**
   1. As part of UnitingCare Queensland, the mission of UnitingCare Community is to improve the health and wellbeing of individuals, families and communities as we: Reach out to people in need; Speak out for fairness and justice; Care with compassion, innovation and wisdom.
   2. Towards Zero Harm principles drive the way we think about safety and safety is embedded in everything we do.
   3. UnitingCare Queensland is committed to being a child safe, child friendly organisation and for all children who come into contact with our services we will provide welcoming, safe and nurturing services, prevent child abuse and neglect within our services and appropriately and immediately address child abuse and neglect if it does occur.
   4. We believe in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for our clients.
2. **PURPOSE OF POSITION:**

This role will conduct initial needs and risk assessments, identify strengths and recommend referral pathways to address parenting and family concerns in collaboration with the children and their families and the referring agencies. The Intake Worker will provide information, referral, advice and consultation as required. Intake Workers will actively seek contact with families using established engagement methods, will cold call clients that are not responding to attempts to contact and will gain consent from families to engage in the FACC. Intake Workers demonstrate a high level of engagement and communication skills, to ensure purposeful interactions with the child and family to assist in gathering comprehensive information, and knowledge, using these to understand both risk and protective factors for this family. Provide culturally appropriate support and advice to minority groups affected by domestic and family violence, including Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.

1. **ACCOUNTABILITY:**

This role reports to: Practice Lead

Delegation Level: NIL

1. **KEY RESPONSIBILITIES:**
   1. Act as the first point of contact for families referred to the Family and Child Connect Service. This includes processing of inquiries, assessing risk, screening and processing of referrals, in line with established pathways.
   2. Ensure client consent is obtained and that appropriate documentation and record management is complete and secure.
   3. In consultation with the Practice Lead, determine the referral priority and the manner of engagement with the children and family in the enquiry, intake and assessment process.
   4. Assist families to access support services including practical and crisis support or safety planning where necessary and provide follow up as required.
   5. Engage the Domestic and Family Violence Specialist, Principle Child Protection Practitioner, Practice Lead or partners to ensure appropriate engagement, safety and risk assessment strategies are ultiised with families referring into or referred to the IFS and FACC.
   6. Assist the Practice Lead to develop the program and the network of providers required to support families.
   7. Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent.
   8. Work within the policies and procedures of UnitingCare Community and the provisions of the Workplace Health and Safety and other relevant Legislation, including support for injured workers and full participation in return to work plans.
2. **SELECTION CRITERIA:**
   1. Experience in intake, engagement, assessment and risk assessment work within family support services.
   2. Demonstrated experience in working across the community sector and child protection systems to support vulnerable infants, children, youth and families whilst providing risk and safety assessment.
   3. Demonstrated experience with working with minority groups including Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
   4. Demonstrated ability to work co-operatively within a team, to network and to work collaboratively with internal and external stakeholders.
   5. Demonstrated ability to work in ways that are innovative, inclusive and culturally appropriate for indigenous and culturally and linguistically diverse groups.
   6. Proficiency in the use of computer systems and software and abilty to conduct needs and risk assessments, and maintain client information systems.
   7. Ability to work within the beliefs, mission, values and policies of UnitingCare Community and adhere to the provisions of the Workplace Health and Safety and other relevant Legislation as they apply to the region’s services.
3. **ADDITIONAL REQUIREMENTS / INFORMATION:**
   1. Human Service/Social Work/Social Science or Psychology degree is a requirement and where relevant registration with a nationally recognised professional body is desirable.
   2. Current Drivers Licence - Presentation of a current Drivers Licence must be made before your appointment to the position can be confirmed.
   3. A current working with Children Check (Blue Card) is required.

* 1. Previous experience working with or identification as a person of Australian Aboriginal and/or Torres Strait Islander descent highly regarded and are encouraged to apply.
  2. The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.

1. **APPROVED BY:**

**Director Community Services** **Date**