



Position Description

Position Identification			
Position Title:	Intake Worker – Family Foundations		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:		Effective Date:	
Location:	Vic Place		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement, Level 4 (Social Worker, Class 2)		
Organisational Context			
Divisional:	Family and Community		
Program:	Children and Family Services	Unit: Family Foundations	
Organisational Chart	<pre> graph TD A[General Manager Family and Community] --> B[Manager Children and Family Services] B --> C[Team Leader Family Foundations] C --> D[Intake Worker] C --> E[Parent Coach] </pre>		
Position Summary			
<p>Family Foundations is a manualised program that helps parents strengthen their relationship as a parenting team, providing the strong base needed for raising children.</p> <p>The Family Foundations Intake Worker will provide a range of intake support functions for this program. The Intake Worker will be the initial point of contact for enquires and referrals and will provide specialist expertise and advice, supportive counselling, triage, assessment and review, data system management, community connection and linkages as well as service promotion and marketing activities.</p> <p>The Intake role will require flexible working hours with capacity to undertake some initial contact and assessment phone calls outside of regular working hours. This is necessary to engage those potential participants who are unavailable during the day due to their personal work commitments.</p>			
Position Accountabilities			
Responsibilities	<p>Intake:</p> <ul style="list-style-type: none"> • Provide an accessible, efficient and effective intake, information, assessment & referral service for the Family Foundations Program. • Undertake initial screening and assessment including risk assessment and appropriateness and readiness for participation in the program. • Conduct a mid point review with all service participants. • Maintain professional client records and data collection systems, 		



Position Description

	<p>ensuring all information is recorded according to service standards and practice.</p> <ul style="list-style-type: none">• Oversight of an effective waitlist management system focusing on regular review and prioritisation.• Refer families to internal or external services to support identified needs such as mental health, drug and alcohol, and other supports to address identified risks. <p>Community Engagement and Networking:</p> <ul style="list-style-type: none">• Undertaking service promotion and marketing activities to ensure a continuous flow of referrals to Family Foundations.• Facilitate community education and information sessions as necessary.• Strengthen existing referral pathways through maintaining relevant and open communication with key stakeholders.• Represent the organisation positively.• Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of program participants. <p>Research, Evaluation and Quality Improvement:</p> <ul style="list-style-type: none">• Assist with the implementation of research and evaluation activities including data collection, recording, analysis and report writing as required.• Participate in the ongoing development of the service to ensure it is meeting community and client needs.• Contribute to reporting and reflective practice forums.• Keep informed of current research and innovative practice relating to this area of work. <p>Accountability:</p> <ul style="list-style-type: none">• Contribute to the achievement of individual, team and organisational program targets and KPIs to meet funding requirements.• Undertake training in the Family Foundations Program and other professional development activities as identified in collaboration with line manager.• Participate in annual performance reviews and professional development plans.• Participate in relevant team meetings and supervision.• Comply with funded service standards, practice manual, contract guidelines, and local operating procedures. <p>Other Duties</p> <ul style="list-style-type: none">• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.• Undertake any reasonable additional tasks as directed by Merri Health.• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.• Practice complies with professional registration, national code for health care workers and delegated scope of practice.
Safety and Risk	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none">• All employees have a duty to take reasonable care for the health and safety



Position Description

	<p>of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks.</p> <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management. • Comply with Merri Health’s policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.</p>
<p>Key Selection Criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> • Tertiary qualifications in Social Work, Welfare Work and/or Couples Counselling. • Demonstrated experience and expertise in intake and assessment functions. • Experience/knowledge of basic counselling, utilising a variety of intervention methods. • Demonstrated experience of working with and engaging vulnerable families with complex needs such as family violence, drug and alcohol and mental health issues. • Demonstrated ability in managing time, setting priorities, planning and organising own work schedule. • Demonstrated high level of written, oral and interpersonal communication skills. •
<p>Desirable</p>	<ul style="list-style-type: none"> • Experience and understanding of family relationship issues and the family life cycle (this includes relationship formation, enhancement, separation, family reformation and step/blended families). • Demonstrated experience working with parents who are expecting a child or who have a child 0-5 year olds of age. • An understanding of children’s developmental milestones and the ante and post-natal experience. • Demonstrated understanding of the needs, issues and sensitivities of



Position Description

	<p>people from diverse backgrounds including Aboriginal, LGBTIQ and culturally and linguistically diverse people and communities.</p> <ul style="list-style-type: none">• Community & inter-agency relationships skills.•
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence• Professional registration as appropriate