



Position Description

Position Identification			
Position Title:	Intake Officer		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:	1604	Effective Date:	April 2017
Location:	Wangaratta		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement <ul style="list-style-type: none"> • HSU 5, Grade 2 		
Organisational Context			
Divisional:	Family and Community		
Program:	Ovens Murray PIC ECEI	Unit: Ovens Murray PIC ECEI	
Organisational Chart	<pre> graph TD GM[General Manager Family and Community] --> M[Manager, Ovens Murray PIC ECEI] M --> TL[Team Leader] M --> AO[Administration Officer] TL --> ECA[Early Childhood Access Coordinator x4] TL --> IO[Intake Officer] </pre>		
Position Summary			
<p>The incumbent of this position will play a key role in delivering the National Disability Insurance Scheme (NDIS) Partners in Community (PIC) Early Childhood Early Intervention (ECEI) service in the Ovens Murray regional area of Victoria. The Intake Officer will be the first point of contact within the ECEI team for families seeking to access support through the NDIS for their child. This will involve connecting with families via phone, email or directly with families in the office.</p> <p>The NDIS is a major national reform with an insurance based approach. It is a new way of providing support for eligible people with permanent and significant disability, their families and carers, via <i>individualised</i> funding packages based on a client’s level of need. The PIC enables the Scheme to be implemented at a local community level. Merri Health (Merri) is the appointed PIC for the Ovens Murray region in ECEI to ensure children with a developmental delay or disability and their families and carers are well supported by a flexible and responsive range of supports. Merri Health is the first contact point for families with children aged birth to six.</p> <p>Reporting to the Team Leader, NDIS PIC ECEI, the Intake Officer will form part of a Team role that will play a key role in:</p> <ul style="list-style-type: none"> • Assisting children (0-6) with developmental delay or disability, their families and carers to build and pursue their goals, exercise choice and control and engage with the NDIS, and; • Ensure that children (0-6) with developmental delay or disability are supported in their local 			



Position Description

communities and mainstream services by building greater awareness and social inclusion for children with developmental delay or disability and their families.

The Intake Officer will assist families of children (0-6) who are seeking assistance for their child’s development day or disability developmental to connect with supports and peer networks that facilitate living an ordinary life. This includes:

- being the first point of contact for families within the ECEI team;
- gathering initial child and family information;
- providing linkages to universal services in local communities;
- providing basic entry screening;
- scheduling appointments for further ECEI assessments and supports; and
- data entry and reporting as per NDIA’s statement of Requirements (SoR).

In line with the community-focused nature of the PIC ECEI service, the Intake and Access Officer will play a leading role in developing awareness about how the NDIS will support children with development delay or disability within the scope of their role. The Intake and Access Officer plays a pivotal role in connecting with parents, families, early intervention service providers, education and health services and other mainstream providers.

Position Accountabilities

Responsibilities

- Be the first point of contact for families within the ECEI team including via phone, email or in person
- Gather initial child and family information required to screen and make first level determination of need
- Provide linkages to universal services to connect children with a disability or development delay and their families to external supports, services and groups
- Provide tools and resources for children with a disability or developmental delay and their families
- Work collaboratively within teams to achieve common goals
- Support service mapping activities across the Region and establish relevant partnerships and collaborations as appropriate
- Communicate the role, goals and function of the PIC ECEI service and Merri Health values to community members
- Complete reporting requirements as determined by the Team Leader and/or Manager
- Respond to risk management procedures are in place to minimise any major areas of identified risk
- Deliver a consistent message and approach at internal and external engagements
- Work collaboratively with a range of key stakeholders (internal and external) to ensure success of the proposed objectives of the service
- Uphold and adhere to Merri’s organisational Values and Code of Conduct
- Demonstrate Occupational Health and Safety due diligence and leadership through understanding the nature of the organisations operations and undertakings and generally of the hazards and risks associated with those operations
- Undertake other duties as reasonably directed by the Team Leader and/or Manager in line with the incumbent’s skill and experience
- Monitor and regulate workflow with manager/team leader to ensure efficient and timely service delivery
- Booking of client appointments and management of staff calendars
- Data collection to enable tracking of participant progress, reporting



Position Description

	requirements and monitoring workflow.
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 of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <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"> Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required Understand and implement accreditation standards that apply to team and organisation (as appropriate) Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements (as appropriate) Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <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 and the GLBTIQ community to join our workforce.</i></p>
Key selection criteria	
Essential	<ul style="list-style-type: none"> Demonstrated understanding of the National Disability Insurance Scheme and the needs of families and children with a disability Demonstrated experience in an ‘intake’ and/or customer facing environment that has supported or provided services to the community Excellent customer service and/or client engagement skills Demonstrated understanding and/or experience of working in ECEI and of early childhood practice guidelines Demonstrated commitment and ability to maintain an ethical, inclusive and non-judgemental approach to service delivery High level information management competency in using computers/tablets including Word, Excel, Outlook and data management Excellent interpersonal, communication and negotiating skills with the ability to make timely and thought-out decisions Excellent administrative and organisational skills with the ability to manage multiple activities with minimal supervision required Capacity to work creatively and independently, demonstrate initiative and actively develop a supportive team environment.



Position Description

Desirable	<ul style="list-style-type: none">• Knowledge and/or experience in Community Health/Disability• Demonstrated experience working within a diverse community
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check (NPC)• Working with Children's Check (WWCC)• Current full or probationary drivers licence• Disability Worker Exclusion Scheme (DWES)