

## Intake Officer POSITION DESCRIPTION

**JOB TITLE:** Intake Officer

**JOB TYPE:** Ongoing

**FRACTION EFT:** 0.6 (4-5days per week)

**Classification/Salary Range:** SACS L4, SCHADS Award / \$82,044 – \$88,288 pa full time (0.6 pro rata salary range \$48,532 – \$51,424)

**LOCATION:** Shepparton / Geelong (some work from home flexibility possible)

**SUPERVISOR/MANAGER:** Business Systems Manager

### About RIAC

Rights Information and Advocacy Centre Inc. (RIAC) is a not for profit community organisation operating throughout central and north western Victoria, Geelong and southern NSW providing information and advocacy support to individuals, families, carers and communities.

RIAC is funded by the Commonwealth and Victorian Governments to provide issue based individual and systemic advocacy assistance to people living with a disability. Our Access and Support program provides quality individual services to people with a disability, frail older people and their carers to ensure individual needs are addressed and to assist, promote and encourage independence.

### Position Summary

RIAC's work advocating for the human rights of people with disabilities involves providing clients with advice and support based on an empowerment model grounded in the community.

The Intake Officer plays a key role for RIAC as the first point of contact for individuals with a disability, their carers and family members requesting support or information. This position is part of a team approach to the provision of RIAC's services and will work closely with all other aspects of RIAC operations.

The Intake Officer:

- Provides high level frontline customer service according to the demands and priorities of workflow
- Assesses potential new clients for their eligibility for RIAC programs
- Responds to enquiries and referrals and completes intake procedures for client/carer in accordance with agreed policy, criteria and guidelines, including management of waitlists where required.
- Provides information and/or referral to appropriate support services.
- Inputs, collects and maintains client records on client management system.
- Maintains comprehensive information on relevant local, regional, state-wide and national services.
- Supports the promotion of RIAC within the wider community.

## REQUIRED SKILLS & EXPERIENCE (Key Selection Criteria)

### Essential

1. Diploma or higher level qualifications in community services, social sciences, administration, human services and/or a minimum of three years' equivalent combination of relevant experience, education and/or training in the community services or business sector.
2. Intermediate to advanced skills in the use of relevant computer software programs including Microsoft Office (Word, Excel, PowerPoint and Outlook) and customer data programs.
3. Demonstrated understanding and strong commitment to the rights and interests of people with disability and self-advocacy as an essential part of effective empowerment.
4. Excellent verbal and written communication.
5. Excellent organisational skills and ability to meet deadlines, ability to work independently.
6. Demonstrated interpersonal and rapport and relationship building skills, ability to work in a team.

### Desirable

1. Experience in the disability and/or aged care sectors.
2. Training/experience in cultural competence, Elder abuse prevention, Child Safe standards, ASIST or Safe-Talk.
3. Experience in a client intake role.
4. Experience in developing and maintaining effective communication with clients on complex matters, issues and/or complex situations.
5. Experience in undertaking culturally safe, trauma informed work with people.
6. Experience in handling sensitive information and maintaining privacy.

### Other Position Requirements

- The completion of a satisfactory National Police Records Check.
- Working with Children Check.
- Statutory Declaration requirements:
  - Pre-existing injuries or medical conditions
  - Aged care
  - Disability worker screening
  - Residing overseas
- COVID-19 Vaccination.

### Award / Agreement

RIAC employees are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standard.

RIAC currently has generous salary packaging arrangements available to its employees.

### Performance Review

A six-month probationary period applies to this position. RIAC has a Performance Development Policy which includes the development and review of an annual Performance Plan.

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January 2024

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The Intake Officer plays a key role for RIAC as the first point of contact for individuals with a disability, their carers and family members requesting support or information. This position is part of a team approach to the provision of RIAC's services and will work closely with all other aspects of RIAC operations, providing clients with initial support, information and appropriate referrals, and ensuring RIAC's response is made balancing appropriately between demand, urgency and capacity.

The Intake Officer:

- Provides high quality frontline customer service as first point of contact for clients and referring agencies.
- Responds to enquiries and referrals and completes intake procedures, and assesses potential new clients for eligibility for RIAC programs.
- Manages a triage and allocation process, including a waitlist when necessary, according to the needs of clients and the demands and priorities of workflow.
- Provides information and/or referral to appropriate support services to clients.
- Inputs, collects and maintains client records on RIAC's client management system.

### MAIN DUTIES/RESPONSIBILITIES:

#### Service delivery

- Provide excellent customer service to all new and existing clients.
- Respond to enquiries and referrals and complete intake procedures for client/carer in accordance with agreed policy, criteria and guidelines.
- Provide information and/or referral support to appropriate support services.
- Maintain comprehensive information on relevant local, regional, state-wide and national services.
- Develop and maintain relationships with advocacy organisations and service providers to support referral pathways for potential, new and existing clients.
- Support the promotion of RIAC in the wider community.

#### Administration

- Participate in meetings and training necessary to meet the ongoing success and requirements of the program.
- Ensure all administrative and reporting requirements of the programs are completed and submitted to the Manager, as needed and within the appropriate timeframe.
- Work with Manager, team and program staff to ensure continuous improvement of the intake process through planning, implementation, and evaluation of processes.
- Provide feedback and insights into improving the client experience of RIAC services, and needs for which RIAC could consider development of new services.

### People and teams

- Provide support, guidance and coaching to any new intake officers during their induction and orientation process.

### General

- Demonstrate and authentically promote RIAC's values.
- Work in accordance with RIAC's performance development system and RIAC's policies and procedures.
- Work as a cooperative and collaborative team member across the Executive Team, Board, Program and Office teams.
- Appropriately handle sensitive information and work consistently with RIAC's privacy policies and Australian Privacy Principles.

Version Control information here

Approved by: CEO 10 January 2024

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