



POSITION DESCRIPTION

Position Title	Intake and Assessment Worker - Wellbeing
Reporting to	Team Leader - Case Coordination
Liaises with internally	All employees
Liaises with externally	Government Agencies, non-government agencies, NFP, community, clients, Department of Education, Private Schools.
Purpose of the position	This position is responsible for the implementation of a coordinated intake process that identifies client support needs, assessment and the collation of client specific data.
Selection Criteria	Essential Criteria • Aboriginality*. • Minimum Cert IV in Community Services, or related fields or demonstrated experience in these sectors. • Demonstrated understanding of the mental health, drug and alcohol and social wellbeing issues affecting Aboriginal and Torres Strait Islander people. • Proficiency in report writing, and demonstrated ability to develop, organise and maintain records and reports. • The ability to effectively communicate with people from a variety of backgrounds. • High level of integrity and regard for professional boundaries and confidentiality. • Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems and software. • Experience working with Aboriginal children, adolescents, families and communities. • Highly developed organisational skills and capacity to prioritise competing demands. • Current Working with Children Check, Working with Vulnerable People Registration and National Police Check. • Current NSW Driver's License and willingness to travel overnight in regional and interstate areas if required. • Being vaccinated against Covid-19 is an inherent requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding

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	vaccines and booster shots. Desirable Criteria • A sound knowledge of Aboriginal/ Torres Strait Islander communities and relevant organisations within Shoalhaven. • Drug and alcohol first aid certificate.
Behaviours Required	1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General • Conduct and complete intake screening and referral coordination, including completing relevant assessments and monitoring and allocating incoming referrals as per intake process. • Manage and maintain an up to date appointment book for Wellbeing intakes, ensuring intake appointments are booked in and actioned as required. • Respond to enquiries/requests/referrals for information and services related to SCMSAC within two business days of receiving the query. • Ensure all current client lists are up to date weekly. • Enter all referrals onto the database daily, in accordance with guidelines and procedures. • Enter relevant information into the database at every point of contact. • Book intake appointments within 24 hours of receipt. • Answer and refer incoming phone calls and transfer to the relevant staff member and/or team. • Produce data reports as required.

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	• Coordinate, update and review referral waitlists for programs and services. • Clients on waiting list to be contacted fortnightly at a minimum. • Ensure Intake summary is completed at COB every day. • Ensure accurate and timely record keeping, including filing and archiving client records. • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Participate in relevant annual performance reviews. • Other duties as reasonably directed by the CEO or delegate. Communication and Collaboration • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. Child Safety • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. Workplace Health and Safety • Adhere to WHS obligations as outlined in our WHS Policies/Procedures.

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	• Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Date
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