

POSITION DESCRIPTION

1. POSITION IDENTIFICATION

Position Number:	1074
Designation:	Intake Officer
Project:	Relationships Australian NT
Location:	Darwin
Responsible To:	Client Services Manager

2. STATEMENT OF RESPONSIBILITY

- The position will provide effective screening and referral services to clients of Relationships Australia NT. The position undertakes case management of sensitive client matters and liaises with counsellors, mediators and other personnel. The incumbent and the services provided are subject to relevant legislation and RANT policy and procedures.
- Actively participate in cultural safety and 'cultural fitness'.
- Actively strive to safeguard children and young people from abuse and neglect as per our Safeguarding Children Commitment Statement.

3. KEY EFFECTIVENESS AREAS

1. Provide a professional first point of contact for clients accessing Relationships Australia NT and assess for suitability and/or assist clients with referrals to other appropriate services.
2. Maintain and coordinate an active case load to ensure effective service delivery to clients accessing the mediation and counselling programs.
3. Maintain a client waitlist and liaise with practitioners regarding available appointments.
4. Liaise and consult with colleagues regarding the intake process to ensure effective dissemination of appropriate referral information for identified cultural groups including Indigenous Australians and CALD clients.
5. Maintain appropriate records and files including computer database records.
6. Maintain a high level of confidentiality regarding client and organisational matters, and promote a positive image of the organisation in the community.

7. Promote RANT's services, through professional and community networking, public information sessions, and other public relations and promotional activities, as required.
8. Participate in regular meetings and provide reports to management as required.
9. Contribute effectively to a multi-disciplinary team environment and assist in general reception, administration, and undertake other duties as required.
10. Provide facilitation of group information sessions as required.

4. SELECTION CRITERIA

Desirable

1. Tertiary qualifications in Social Sciences or other relevant areas.
2. Experience in the delivery of information to groups.

Essential Knowledge and Skills

1. Demonstrated experience in working in a professionally competent manner in a human services setting and an ability to engage distressed clients to identify their support needs, both in person and by telephone.
2. Ability to demonstrate professional competence appropriate to screening and assessment of people experiencing family relationship issues.
3. Demonstrated case management experience including all aspects of information recording, file administration, and liaison with service providers to deliver effective client services.
4. Advanced level of administrative skills and experience in the use of IT databases and computer systems.
5. Experience in provision of referral options for clients to access appropriate services.
6. Knowledge of current theory and practice relating to family relationships and a demonstrated understanding of the relevance of domestic violence and child protection considerations when assessing a client's needs.
7. Demonstrated capacity to maintain confidentiality over sensitive client information and to contribute positively to a multi-disciplinary team environment.
8. Experience in the provision of services to Indigenous and Culturally and Linguistically Diverse clients and a willingness to participate in cross-cultural training and events.
9. Willingness to uphold RANT values, and to comply with workplace policy and Code of Conduct, and a commitment to ongoing professional development.

Special Conditions

1. Appointment to the position will be subject to obtaining a satisfactory National Police Check and Ochre Card.

It should be noted that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Basic Employment Conditions

Position: Intake Officer

Probationary Period:	6 months
Place of Employment:	Darwin
Salary:	\$67,144.16 per annum pro rata (Level 4 Pay Point 1). As a Public Benevolent Institution (PBI) RANT can offer up to \$15,899 per annum of the salary, tax-free as a fringe benefit (Conditions Apply).
Superannuation:	9.50% as per Commonwealth Superannuation Guarantee [Administration] Act 1992.
Hours of Work:	37.5 hours per week. 8:30am to 5:00pm Monday to Friday.
Annual Leave:	5 Weeks per annum pro rata. Leave loading of 17.5% will be payable on annual leave. Plus an additional 3 days of leave (without Leave Loading) between Christmas and New Year during the RANT Office Closure.
Personal Leave:	10 days per annum pro rata.
Professional Development:	Staff development in accordance with RANT guidelines (\$2,000 – total of 8 days study leave pro-rata). PD is accessible after three months of continuous service.
Staff Wellbeing Allowance:	\$200 per staff member per financial year as part of the organisation's commitment to improving the health of its employees, to be paid upon production of receipts.
Long Service Leave:	As per the NT Long Service Leave Act.
Other:	Ability to obtain a satisfactory Working with Children Clearance (Ochre Card) upon commencement. Satisfactory Police Criminal History Check. Where a driver's licence is required. Evidence of a current NT "C" Class driver's licence or equivalent.