

## Position Description

<b>Position:</b>	Intake Worker	<b>Reports to:</b>	Program Managers
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 4
<b>Reports to:</b>	Program Manager	<b>FTE</b>	1.0 (2 x part-time/job share roles)

### Summary

The Intake Worker is a key frontline person prioritising and managing consumer and carer contacts with ARAS. This role is designed to provide a referral point for callers, and, where appropriate, refer callers to alternative services according to identified need. The Intake Worker gathers all relevant information required for the prioritisation of referrals, and works as part of a team providing information, and referrals to consumers and/or their representatives to enable them to understand and exercise their rights.

### KEY RESPONSIBILITIES

- Intake, Screening and referrals.
- Co-ordination with programs, relevant Advocates and external Service Providers.
- Administration, input and maintenance of information in ARAS consumer database, ensuring that information in the database is kept updated.

Key Responsibilities	Key Performance Indicators
1. Intake	1.1 Screening of potential new consumers for eligibility for advocacy using ARAS Assessment Checklist. 1.2 Provide first-line information (verbal, electronic and printed resources) to support callers with exercising their rights. 1.3 Provide timely information about appropriate support services and help to engage consumers with service providers. 1.4 Where services are required from ARAS, refer to Advocate in relevant program once screened and prioritised.
2. Screening	2.1 Initial evaluation? of caller needs to ascertain whether the individual requires services that ARAS provides or offer a referral according to identified need. 2.2 Prioritise caller where call backs may be required, i.e. high priority to low priority. 2.3 Promptly report high risk consumers to Advocate for appropriate action. 2.4 Provide information and guidance to assist consumers to engage in self advocacy if appropriate. 2.5 Refer callers to internal and external services as appropriate. 2.6 Follow up to ensure calls have been responded to and note actions in database.
3. Record Keeping	3.1 Maintain up-to-date records in the consumer database. 3.2 Comply with data collection standards. 3.3 Contribute to State and National Key Performance Indicators.

4. Quality improvement	<p>4.1 Participate in organisational communication and development systems e.g. staff meetings, planning/review days, and QA programs.</p> <p>4.2 Adopt quality improvement principles to ensure improvement in practices and effective use of resources in order to improve performance of consumer services.</p> <p>4.3 Work with other team members to improve service outcomes for consumers and employees by effective complaint management, stakeholder feedback and responses to service audit processes.</p>
5. Know and apply ARAS policies and procedures	<p>5.1 Demonstrated alignment to the ARAS mission and values, including the strategic plan.</p> <p>5.2 Model and foster behaviours aligned with the ARAS Code of Conduct.</p> <p>5.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>5.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

### Qualifications

- A tertiary qualification in human services, law, social work, behavioural science and/or community services or an equivalent combination of relevant experience, education and/or training.
- Membership of relevant professional associations.

### Knowledge and experience

- The ability and experience to undertake intake and screening activities, including basic? bio-psycho-social assessment to determine consumer needs, and to assist consumers to access appropriate services.
- Experience in working with and or advocating for people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework.
- Demonstrated ability to understand and apply legislation particularly *Aged Care Act 1997* and related Principles and *Retirement Villages Act 1987* and related regulations, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written, and verbal communication skills.
- High level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

### Specific employment requirements

- Satisfactory National Police Clearance required.
- Work outside of normal office hours may be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel may be required within South Australia and interstate.

### MONITORING, EVALUATION AND REVIEW

<b>Status:</b>	FINAL	<b>Control:</b>	Human Resources
<b>Approved by:</b>	CEO	<b>Version:</b>	2.1
<b>Effective Date:</b>	30 <sup>th</sup> January 2018	<b>Review Date:</b>	30 <sup>th</sup> January 2019