



Elizabeth Morgan House Aboriginal Women's Services Inc.

Intake Coordinator – Position Description

Position Title:	Intake Coordinator
Location:	Northcote
Reports to:	Service Delivery Manager
Status:	Full Time Ongoing (subject to the availability of funding)
Hours:	76 hours per fortnight
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHDSI)
Remuneration Benefits	Salary Packaging 9.5% Superannuation
Exemption:	Exemption under section 28 of the Equal Opportunity Act 2010 to employ women only for Women's Services Programs.
Program:	Crisis and Intake Services

Elizabeth Morgan House Aboriginal Women's Service Inc. is the peak body in Victoria for Aboriginal women and family violence. We are proudly a community controlled organisation and we strive to take direction and work consultatively with the community in all aspects of our services. Central to all aspects of our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women. We aim to provide safe, secure accommodation, support and counselling services to Aboriginal women and their children experiencing family violence.

Elizabeth Morgan House (EMH) provides a range of support services to Aboriginal women and children experiencing family violence from crisis to recovery programs. Our service comprises of:

- Peak body for Victoria – advising Peak Aboriginal Organisation, Government and NGO sector on issues affecting Aboriginal Women and families
- Policy, research and advocacy in issues relating to Aboriginal women and families living in Victoria
- High security women's refuge – crisis accommodation services, intensive case-management, support and advocacy
- Outreach services - crisis and intake service, case management, support and advocacy services and court support
- Family violence housing crisis worker
- After-hours crisis service
- Family violence counselling for women
- Financial counselling
- Training on housing, culturally competency, case management
- Children's Counselling Programs
- Short term projects
- And others as identified

Position Objective:

As an Intake Coordinator at EMH your primary role will be to provide intake and allocation through high quality risk assessment and safety planning for women and their children.

The Intake Coordinator is often the first point of contact for women and children who are living in or have left a violent relation. The worker will ensure that women and their children experience a strength based service response that empowers them to be self-determining. The Intake Coordinator will provide a "whole of family" risk assessment and immediate safety plan at the point of intake. The Intake Coordinator will work with other EMH staff to allocate women and their families to case managers or offer appropriate referrals when necessary.

This position is an important pathway and resource for women and children affected by family violence providing practical support and information, referrals and advocacy.

EMH is committed to the integration of services within the broader service system.

EMH will ensure that all women and their children in EMH catchments are able to access a range of family violence support services, housing services and family support service both Aboriginal and Mainstream.

The EMH Intake Coordinator will be based at the EMH Head Office located in Northcote.

Reporting Relationship

This position reports to and is accountable to the Service Delivery Manager (SDM) and the Management Team in its entirety.

Key Accountabilities

KEY RESULT AREA	MAJOR ACTIVITIES
1. Direct Service Delivery	<ul style="list-style-type: none"> • Respond to all intake calls including those from individuals and/or referrals received from external agencies for Aboriginal Women experiencing family violence. • Participate in undertaking a comprehensive risk assessments of clients' needs and those of their accompanying children. • Participate in the development and review of immediate safety plans in collaboration with the clients and when necessary other agencies. • Work in collaboration with clients and contribute to case management plans that build on client's strengths and goals. • Work with other staff at EMH to allocate clients from intake through to case management. • Ensure client critical incidents are managed and documented as per WHW policy and procedures and DHHS critical incident instructions. • Liaise with co-workers to deliver a quality service for women and children who have experienced family violence and commit to the aims, policies and standards of EMH. • Undertake a comprehensive risk assessment as part of the initial assessment and then periodically as required. • Provision of advocacy on behalf of women and their children to promote access to required services.

KEY RESULT AREA	MAJOR ACTIVITIES
	<ul style="list-style-type: none"> Ensure the guidelines of the site are maintained including meeting OH&S expectations and our service agreement.
2. Client Contact Responsibilities	<ul style="list-style-type: none"> Support women and children with immediate risk and safe planning. Provide information referrals and advocacy. Encourage women to be self-caring, engaged in the community, and assessing their future pathways. Encourage women to make empowered decisions and inform service users of their rights.
3. Administration	<ul style="list-style-type: none"> Undertake varied admin tasks as required: filing, updating case notes, checking that client information is current. Maintain concise, accurate and legible records, including case notes, completed forms and reports as required according to program guidelines. Maintain client files in a safe, secure place as per confidentiality policy. Ensure strict privacy, confidentiality and client record standards are kept according to program expectations. Maintain accurate statistical data as required by EMH, DHS (IRIS) and SAAP (SMART/SHIP). Actively participate in workers meetings, evaluation sessions, agency days, training as scheduled. Monthly report about the work of the position, given to the SDM. Participate in service quality improvement processes to promote excellent service. Maintain accurate files and collect data as directed by the SDM Undertake other duties as directed.
4. Program Development	<ul style="list-style-type: none"> Establish effective working relationship with partner agencies providing services and support to women and children who have experienced family violence. Participate in local, regional and state wide meetings or networks to advocate regarding the issues confronting women and their children who have experienced family violence in consultation with the SDM. Represent the program on relevant committees, groups and networks in consultation with the SDM. In conjunction with other team members undertake program promotion, presentations and community education and training activities to other relevant groups. Assist in the development and implementation of new projects or initiatives relevant to supporting children who have experienced family violence.
5. Personal & Professional Development	<ul style="list-style-type: none"> Continually develop both personally and professionally to meet changing needs required by the role. Attend training sessions provided by the organisation and be actively involved in other training as required by the organisation and as directed by the SDM. Participate in the performance management process as required.

KEY RESULT AREA	MAJOR ACTIVITIES
6. Continuous Improvement	<ul style="list-style-type: none"> • Demonstrate understanding and application of the organisation's internal policies and procedures. • Demonstrate understanding of all relevant external legislation relating to this position. • Participate in and contribute to quality improvement programs and other activities to meet Service and Accreditation standards as required. • Participate and contribute in OH&S activities to ensure a safe work environment for service users, community, staff and visitors. • Performance of other duties as required.
7. Networks & relationships	<ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with internal and external stakeholders. • Positively promote the organisation both internally and externally. • Maintain confidentiality on all issues relating to the organisation. • Attend and participate in network meetings, conferences and information sessions as required by the organisation and as directed by the SDM.

Key Capabilities

CAPABILITY	INDICATORS
<p>Cultivates Productive Working Relationships</p> <p>Develop and encourage connections</p> <p>Communicate with support and care</p>	<ul style="list-style-type: none"> • Identifies who needs to be involved, actively shares information and ensures others are kept informed of issues. • Connects the right people to support a client or achieve an outcome. • Delivers both oral and written messages directly and clearly with a sensitivity to the audience. • Uses active listening to ensure understanding of others. • Shows interest in others' views.
<p>Delivers Quality Outcomes</p> <p>Achieves client focused results</p> <p>Adapts to, supports and manages change</p>	<ul style="list-style-type: none"> • Is sensitive to clients' heritage, traditions and identity. • Responds in a prompt and sensitive manner to clients' requests so that the client feels supported and accepted. • Seeks to understand clients with complex needs and is flexible in meeting needs. • Advocates around the needs of the clients. • Adapts to a changing environment. • Responds in a positive and flexible manner to change.
<p>Thinks Clearly</p> <p>Harnesses information and exploits opportunities</p> <p>Solves problems</p>	<ul style="list-style-type: none"> • Knows where to find information, and asks questions to ensure a full understanding of an issue. • Uses common sense to recognise the importance of available information. • Seeks to use any appropriate, available avenue to engage clients, the community, other staff and key stakeholders. • Makes sound decisions using defined procedures and practices which includes formal, informal supervision and team meetings.

Obtains perspective through reflection, theory and experience	<ul style="list-style-type: none"> Proactively identifies problems in work area and proposes solutions. Uses reflective practice to actively learn from experience. Uses mistakes as opportunities for learning and personal growth. Applies the theories and perspectives learned in training to the role.
<p>Manages Self</p> <p>Controls and manages own emotions and behaviour</p> <p>Develops healthy protective behaviours</p>	<ul style="list-style-type: none"> Reflects on own behaviour and the impact on others. Monitors own emotional reactions and responds to pressure and frustration in a controlled manner. Establishes and maintains strong boundaries with clients and between work and personal life. Practices self-care. Maintains energy and willingly invests extra effort when required. Bounces back after setbacks.

Key Relationships

INTERNAL	PURPOSE OF CONTACT
Service Delivery Manager	<ul style="list-style-type: none"> Line management, coordination and direction of tasks Supervision Performance Reviews
Management Team	<ul style="list-style-type: none"> Direction of tasks
EMH Staff	<ul style="list-style-type: none"> Communicate and work effectively within a team environment
Intake Team	<ul style="list-style-type: none"> Line management, coordination and directions of tasks Supervision support to Intake Team Allocation of eligible clients to Short Term Case Manager and Case Managers every fortnight

Knowledge, Skills and Experience Required (Selection Criteria)

Essential

- A demonstrated understanding and ability to adhere to the family violence framework
- A post-secondary qualification in a relevant social work or community development discipline, or equivalent experience

- Demonstrated ability to work autonomously at various locations
- A demonstrated understanding of the cultural and specific needs of Aboriginal women and children experiencing or escaping family violence
- Experience and demonstrated ability in, providing crisis intervention support, case management and advocacy for women and children
- Excellent communication skills, including the ability to liaise effectively across a wide range of Indigenous and non-Indigenous agencies
- A demonstrated knowledge (or willingness to undertake training) in reporting mechanisms used within SAAP funded sectors, including use of SHIP database, segment 1 applications, and Microsoft Office Suite
- Experience with (or willingness to undertake training) in housing applications
- A full current license to drive a motor vehicle in Victoria is required
- Ability to obtain a working with children's check and police check

Desirable:

- CRAFF Training
- Qualification and/or Training in Social Housing and/or Family Violence
- SHIP Database Experience
- Experience working in a similar role or within a family violence organisation

Inherent Requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position, for assessment by you and/or your medical practitioner.

ELEMENT	KEY ACTIVITY	FREQUENCY
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work in unstructured environments (e.g. outreach).	Occasional
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may be two-story.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Work with clients who may have a physical or sensory disability.	Occasional
	Liaise with government, non-government and community organisations.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional