

POSITION DESCRIPTION

POSITION TITLE:	Intake, Information & Referral Worker
PROJECT OF:	Lismore Women's Health & Resource Centre
AWARD:	SCHADS Level 3 Pay Point 1 \$39.69 per hour
HOURS:	Casual Variable Days
RESPONSIBLE TO:	General Manager

OUR VISION:

Women in the Northern Rivers community are strong, well, safe and empowered to thrive.

OUR VALUES:

1. Respect
2. Courage
3. Integrity
4. Kindness

PURPOSE OF POSITION

This is a frontline position providing initial support, assessment, information and assisted referrals to women and children. The position also manages the Reception area undertaking reception and office administrative functions including maintaining client files, data entry, reporting, managing appointments and other duties as directed.

KEY SELECTION CRITERIA

ESSENTIAL

1. Demonstrated experience within the community/human services sector in the provision of crisis support, intake, assessment, advocacy and assisted referrals
2. Qualifications in the field of Social Work, Social Science, Welfare or other relevant disciplines
3. Demonstrated experience undertaking reception and administrative tasks in an office environment



4. Demonstrated ability to work in a busy and demanding position in a professional and nonjudgmental manner with minimum supervision
5. Demonstrated experience in working with women and children escaping domestic violence
6. Demonstrated understanding of the issues faced when working with marginalized and disadvantaged population groups including Aboriginal women and children and the particular barriers they face
7. High level of computer literacy including demonstrated proficiency with the Microsoft Office suite
8. Excellent verbal and written communications skills, especially when dealing with clients in distress
9. Commitment to working within a holistic feminist framework
10. Working with Children Check.

DESIRABLE

11. Demonstrated knowledge of the local service network and referral pathways supporting women and children
12. Demonstrated knowledge of Worker Health and Safety, EEO, Child Protection, Confidentiality and Privacy legislation as it impacts on community services, workers and clients.

STATEMENT OF DUTIES

RECEPTION AND CLIENT ASSISTANCE

- Provide client intake, assessment, drop-in support, information and assisted referrals either in person, by phone or email as requested
- Engage with clients in a professional manner on the basis of empowerment and self-determination principles
- Manage client and group records and data management systems
- Provide telephone reception for Women's Health & Resource Centre
- Undertake mandatory notifications to Department of Family and Community Services when required.

COMMUNITY AND SERVICE DEVELOPMENT

- Participate in the planning and evaluation of the service
- Participate in relevant interagency collaborations and meetings.



OFFICE ADMINISTRATION

- Maintain the Lismore Women's Health & Resource Centre resource and referral directory
- Manage the client payment system in conjunction with Finance Officer
- Maintain the kitchen and reception areas to be welcoming, comfortable and safe for clients
- Support centre staff in their duties where directed by the Manager
- Keep information resources in Waiting Room tidy and up to date.

ADMINISTRATION

- Maintain a high standard in all record keeping and administrative tasks including the opening, closing and archiving of hard copy filing system
- Maintain accurate, appropriate and up to date client and administrative records in accordance with the policies and procedures of the service, including the input into NSW Women's Health Database
- Participate in all processes to improve the administrative procedures of the service.

PROFESSIONAL AND ETHICAL PRACTICE

- Respond in a respectful and professional to the women, co-workers and staff of other organisations and agencies
- Participate in monthly internal supervision
- Provide support and debriefing to co-workers as required
- Reflect and monitor the issues of personal vicarious trauma including the implementation of self-care strategies. Reporting this to the Manager for supervision
- Attend team meetings, participate in team decision making and contribute to the planning and review of procedures, policies and practices.
- Participate in performance appraisals annually or as determined by the Management Committee
- Follow the Code of Ethics, policies and procedures of the organisation
- Organise and participate in relevant community events and activities
- Network and build connections with other local and relevant services and service providers
- Participate in relevant interagency meetings
- Update and increase knowledge of local services available, relevant legislative changes, research, theory and practices in the field. Sharing this at team meetings

- Participate in training and other activities that promote ongoing professional development
- Reflect on and assess personal performance on the basis of the goals of the organization
- Uphold the good name and reputation of the organisation at all times.

OTHER

- Undertake other duties appropriate to skills and experience as required by the General Manager
- Support programs that assist women and children escaping Domestic Violence.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed	15.06.20		

