

POSITION DESCRIPTION

Position Title	Intake and Assessment worker		
Team			
Classification	SCHADS Level 3	Employment Status	Full time – 1 year with view to extend
Position reports to	Senior Manager Settlement Services		
Location	Southeast Melbourne, primarily based in Dandenong		
Last revised on	August 2024		

A. Who We Are

SMRC is a not-for-profit community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs. For 30 years SMRC has supported the settlement of newly arrived refugees and provided community-based services for migrants and refugees through funded in-language social, economic, health and wellbeing programs. SMRC provides a wide range of aged care services, ensuring that older community members have access to care and support that is culturally sensitive, and in-language where required.

SMRC operates a multicultural labour hire service, which provides a culturally sensitive and in-language alternative to in-home care.

The vision of SMRC is to ensure that migrants and refugees are enabled to achieve their goals and aspirations. We exist to support and empower migrants and refugees through our delivery of programs and services that are innovative, inclusive, and impactful.

B. Role Purpose

The Intake and Assessment Worker is the designated point of contact for all potential clients, their families and/or representatives and will provide a responsive efficient service, by reducing client wait times and moving them through the pre-engagement process to service delivery.

This includes assessing clients' needs and providing low-intensity support, including basic information, assistance and referral for one-off issues.

The position will support an integrated service model to increase access to programs and services to achieve improved health and wellbeing outcomes for eligible clients from a migrant and refugee background.

C. Key Responsibilities

SCHADS Award Characteristics of this level –

- Solves problems of limited difficulties using knowledge and judgment.
- Exercise initiative in the application of established work procedures and also establish goals/objectives and outcomes.
- Provide supervision to Volunteers or lower classified staff in the day-to-day, so that the outcome of the service delivery is met.
- Undertake responsibility for various activities in a specialised area.
- Provide and/or assist with secretarial and/or administrative task.
- Exercise responsibility for a function within the organisation.
- Proficiency with system administration.

Program Management

- Assessment and support for low-intensity clients, providing basic information, assistance and referral for one-off issues.
- Responding to enquiries and requests for information and services related to Settlement programs
- Program Registration and referral of clients to SMRC Caseworkers, and/or program workers.
- Ensure client confidentiality is maintained and data is managed and stored in a secure way.
- Monitoring Intake box and allocation of Online Referrals to relevant staff
- Allocating referrals to Caseworkers, based on Appointment Calendar.
- Ensuring clients and referring organisations are contacted in a timely manner.
- Complete Registration forms and enter information and data into relevant data managements systems in an accurate and timely manner in accordance with guidelines and procedures
- Maintain up to date client and other records
- Manage and maintain the calendar of appointments, ensuring intake appointments are booked in and actioned as required.
- Attend relevant meetings and/or contribute to discussions re best practice and recommendations and provide reports and when required.
- Archiving client and other records
- Other duties as directed by the Senior Manager Settlement Services.

People Management

- Provide support to team members and to work as a team in accordance with the SMRC policies and framework.
- Support volunteers and/or students placements, and staff at a lower level where relevant to the role.

Risk Management

- Contribute towards identification and management of risks and exposures to ensure compliance with contract and service agreement where applicable and SMRC policy and management processes.
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety.
- Contribute to continuous improvement.

Community and Agency Relationships

- Develop and maintain positive relationships with key stakeholders including relevant Local Government representatives, service providers, relevant community leaders and associations.
- Represent SMRC in a professional manner when attending events.

Finance

- Work within the program budget as approved by the Board and within the organisational policy.
- Ensure all reporting and budgeting requirements are adhered to as per funding guidelines.

General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.

- Any other duties as directed by the program manager and commensurate with the scope and classification of the position.
- Attend compulsory training as per SMRC policy.

D. Person Specification

Qualifications

- Must have (Cert 1V in Community Services) or related disciplines

Key Knowledge Areas

- Relevant demonstrated experience in Settlement services and Intake processes
- Excellent interpersonal and communication skills, able to build rapport with communities and partner organisations.
- Proven ability to work autonomously and effectively as part of a diverse team.
- Experience of working in a not-for-profit organisation (desirable – not essential)
- Appreciation of working in a multicultural workplace
- Strong interpersonal skills
- Multilingual language skills

Requirements

- Current Victorian drivers' licence and own vehicle

E. Key Selection Criteria

Essential capabilities

Professionalism

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Taking responsibility - Delegates to develop staff or volunteers and accepts responsibilities for actions of staff / volunteers under authority.
- Work Planning - Participates in regular supervision meetings with Manager to ensure that the work objectives are consistent with this position description and organisational objectives.

Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Verbal Communication – Speaks respectfully in a way that explains issues and information clearly to clients/ members and colleagues.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.

Teamwork

- Team dynamics – Supports team dynamics to align with SMRC code of conduct
- Support productive working relationships and work-life balance.
- Openly shares information, participates and contributes to team discussions.

Change and responsiveness

- Change Management - Supports change management processes .
- Maintains a positive approach to change and adapts to new or different ways of working.

Program Management

- To work as team in the delivery of high-quality services.
- Performs own role and responsibilities efficiently, to contribute to program and project outcomes.
- Assist in Contract management - check that contractual obligations of both parties are met.

Governance and compliance

- Risk Management – Manages own risk and ensures that risks are identified and reported in own work context.
- Continuous Improvement – Demonstrates a practice of Continuous Improvement in all areas of work.

Special capabilities

Community and inter-agency relations

- Partnerships and collaboration - Works collaboratively with other organisations in formal and informal partnerships to achieve client/member outcomes.
- Knowledge of community - Demonstrates and maintains a level of understanding of the sector and current community issues and of other relevant organisations.

Service Delivery

- Client outcomes – Provides supports to achieve high quality client outcomes.
- Client confidentiality and dignity – Understands systems and policies for protection of client Confidentiality.

F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; Takes a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.

G. Staff reporting to this position

Complete if relevant otherwise leave as:

N/A

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award and are required to follow common conditions of employment.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and SMRC Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values - Integrity, Compassion, Accountability, Respect, Excellence.

I. Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following:

- Current COVID-19 Vaccination Status
- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date