

## POSITION DESCRIPTION

<b>Position Title</b>	Intake and Referral Officer		
<b>Team</b>	Client Services – Diverse Care		
<b>Classification</b>	SCHADS Level 3	<b>Employment Status</b>	Part time (0.6)
<b>Position reports to</b>	Manager Case Management		
<b>Location</b>	South East Melbourne, primarily based in Dandenong		
<b>Last revised on</b>	July 2025		

### Company Profile

Southern Migrant and Refugee Centre (SMRC) is a 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.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

#### The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest and transparent and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

### Position Objective

The objective of the Intake and Referral Officer is to efficiently manage the intake process for new clients and provide accurate and timely referrals to appropriate services and resources.

This role aims to ensure that clients receive the support they require by assessing their needs, coordinating with service providers and maintaining comprehensive records.

The Intake and Referral Officer will contribute to the overall effectiveness and responsiveness of the organisation's service delivery system.

## 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 work, 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.

### Core Responsibilities of the role

- **Initial enquiry:** Take initial enquiries from prospective clients, agencies or other stakeholders; including SMRC online portal and My Aged Care Portal and provide accurate information regarding SMRC services.
- **Screening:** Conduct initial screening for potential client enquiry, determine eligibility, suitability, service request and priority according to client individual needs. Seek further information from prospective clients, agencies or other stakeholder where information is identified as missing.
- **Deliver quality, accurate and timely client service:** In line with the Strengthen Aged Care Quality Standards and the Settlement Integration and Outcomes framework.
- **My Aged Care Portal/ SMRC online portal:** Receive referrals from My Aged Care (MAC) and SMRC Portal daily.
- **Administration tasks:** Attend to all administration tasks associated with clients, such as, client consent, data entry and inputting information into records in CRM system in a timely manner.
- **Client Information packs:** Assist the team in all aspects as required with the preparation and distribution of client packs.
- **Referrals:** Identify both internal and external referral pathways and refer appropriately via email.

### Team Responsibilities

- **Accreditation:** Support the program's accreditation process and ensure all services align with both the Aged Care Quality Standards and the Settlement Outcome standards.
- **Team Support:** Assist other team members during high-demand periods or staff absences.
- **Flexible:** take on different tasks, responsibilities, or perspectives depending on the situation and the team's goals.
- **Cultural awareness:** Ability to perceive own cultural beliefs, values and customs and to understand how they shape our decisions and behaviour.
- **Communication and relationship building:** Effectively communicate and maintain professional relationships with clients, staff and key stakeholders.
- **Innovation:** Demonstrate an innovative approach when responding to client choice and decision making.
- **Continuous Improvement:** Contribute to a practice of Continuous Improvement in all areas of work.
- **Client confidentiality and dignity:** Ensure a culture of inclusion and respect for clients, supporting clients to exercise choice and independence and respects clients' privacy. Understands systems and policies for protection of client.

- **Collaboration & Co-Design:** Work with SMRC teams, communities and agencies to avoid program duplication and co-design initiatives that promote economic/social participation and client well-being.

## Key Selection Criteria

### Qualifications

Minimum Certificate IV Community Services and experience in administration within the Community Services Sector.

### Key Knowledge Areas – Role specific

- Experience, knowledge and understanding of Aged Care sector and the reform changes and the Settlement Integration and Outcomes Framework.
- Demonstrated proficiency in the use of client management (CMS) and client relationship management (CRM) systems.
- Experience in working with culturally and linguistically diverse/ refugee clients.
- Multi-lingual and/or experience working with translation services (desired).
- Trained in or experience of trauma-aware care.
- Triage skills.
- Experience of managing conflict and respond in a professional manner.
- Strong interpersonal skills.

### Key Knowledge Areas – General

- Time Management - Prioritises work, demonstrating an understanding of organisational, team and individual priorities and capacities and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients and colleagues. Demonstrate SMRCs Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required, provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Demonstratable knowledge and experience in delivering exceptional client service.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills - Ability to maintain accurate records.
- Demonstrate SMRCs Values in all work and communications.

## Staff reporting to this position

None

## 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.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos and interviews. Participation is entirely voluntary.

All SMRC People 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.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- 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.
- Participate in professional development by actively participating in staff development workshops and training programs.
- Manage own risk and ensure that risks are identified and reported.

#### 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.

All appointments to the SMRC are subject to the following:

- 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](http://www.smrc.org.au) or for further information contact the People and Culture Team on 03 9767 1900 or at [hr@smrc.org.au](mailto:hr@smrc.org.au).

#### Employee Signature

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

Employee Name	Employee Signature	Date
Manager Name	Manager Signature	Date