**POSITION DESCRIPTION**

**Intake Officer**

**OUR VISION**

Supporting & enriching the lives of people in our local community through caring and compassionate services

**WHAT WE VALUE**

**COMMUNITY**

We value the diverse local communities we serve and the opportunity to build respectful and trusting relationships.

**INTEGRITY**

We aim to make ethical, transparent, and well-intentioned decisions for the benefit of the community we serve.

**SOCIAL JUSTICE**

We strive for equity where the community we serve are treated with compassion, respect, dignity, and fairness.

**OUR PRINCIPLES**

**Principle 1: Georges River Life Care is aligned to the mission, values and vision of GRLC.**

* We serve the greater mission of GRLC by providing community services and
* We provide opportunities for our communities to connect with us and our GRLC community to serve alongside us.
* We operate within the values and principles of GRLC.
* We aspire to be a multi site organisation
* The Board has a sense of God’s leading.

**Principle 2: Georges River Life Care provides strategic service offerings within our capacity and resources**

* The Board creates and supports strategic priorities for Life Care.
* There is a demonstrated community need for services and programs through research and observations.
* Services and programs are tailored to the community they are serving in consultation with the local church.
* External organisations are not substantially filling this need.
* Services and programs don’t jeopardize the overall financial sustainability of Life Care and are evaluated for viability regularly.
* New programs and services are carefully considered via discernment process; ensuring human and financial capacity and church impact is considered and adequate resources are available.

**Principle 3: Georges River Life Care is driven by people and relationships.**

* Georges River Life Care encourages GRLC people either initiate and / or are involved in the service or programs offered.
* Services and programs are driven by the passions, gifts and skills of the team including volunteers from GRLC.
* We prioritise the health, ongoing support and equipping of our staff and volunteer teams.
* We prioritise programs and services that provides opportunity for people to care and connect with service participants and their families.
* A reasonable number of GRLC people want to be involved.
* We seek to collaborate and partner with other community organisations that share our values and vision.

**POSITION OVERVIEW**

**Position:**  Intake Officer

**Status:**  16 hrs/week **–Permanent Part Time**

**Report to:**  Senior Case Manager

**Award:** PPT - Community Services Award

KEY RELATIONSHIPS

|  |  |
| --- | --- |
| **Internal:** | Life Care CEO, Site Pastors, Life Care staff and volunteers |
| **External:** | External Partners, Life Care Clients |

**POSITION SUMMARY**

The Intake/ Social Worker is the first point of contact for individuals and families accessing support services. This role is responsible for conducting initial assessments, identifying client needs, providing short-term support, and linking clients with relevant internal programs and external services. The role is pivotal in ensuring a welcoming, responsive, and person-centred approach to care.

In addition, the Intake Officer will be required to meet with clients face to face and / or over the phone to administer and distribute Emergency relief monies via funding from DSS (Department of Social Services).

**ROLE RESPONSIBILITIES OVERVIEW**

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| --- | --- | --- | --- |
| **Role** | **Location** | **Time** | **Direct Report** |
| Intake Officer | Peakhurst | 16 Hours | Senior Case Manager |

**Client Engagement and Assessment**

* Conduct initial intake and needs assessments using a trauma-informed and strengths-based framework
* Build rapport with clients in a respectful, inclusive, and culturally sensitive manner
* Provide crisis intervention and short-term support as appropriate
* Identify eligibility for emergency relief and other internal support programs

**Referrals and Case Coordination**

* Liaise with local service providers to ensure holistic client support
* Work closely with case managers, volunteers, and program staff to coordinate care

**Administration and Record-Keeping**

* Maintain accurate, confidential client records in line with organisational policies and legal requirements
* Complete risk assessments and flag urgent or high-risk cases for follow-up
* Contribute to data reporting and continuous service improvement initiatives

**Team Contribution and Development**

* Participate in team meetings, supervision, and training
* Contribute to a collaborative and supportive team culture
* Uphold the values and mission of Georges River Life Care in all interactions
* Work alongside Community Relief team and the fortnightly services to provide support with clients receiving food support.
* Maintain administration requirements associated with the Case work role including timely management of paperwork and inputting data to client management systems
* Provide client support via Emergency Relief funding (food vouchers and bill subsidies) alongside a schedule with case work team
* Participate in triage and intake process of new clients alongside the case work team.

**Personal Growth and Development**

* Maintain a vibrant personal spiritual, intellectual and emotional life,

ensuring ongoing professional development via mentors, courses and personal study.

* Participate in available professional development processes, mentoring and relevant training, such as courses/workshops, mentoring, or informal networking
* The position will engage in a performance evaluation process that will be completed annually

**QUALITIES/ EXPERIENCE**

**Essential:**

* Tertiary qualifications in Social Work, Community Services, or a related field
* Demonstrated experience in intake, assessment, or casework
* High-level interpersonal and communication skills
* Ability to work effectively with people from diverse backgrounds, including CALD communities
* Strong organisational skills and the ability to prioritise in a fast-paced environment
* Proficiency in using client management systems and Microsoft Office
* Current Working With Children Check and National Police Check (or willingness to obtain) Creating Safe Spaces training
* Partner of GRLC and with a demonstrated commitment to its mission and vision.

**Desirable:**

* Experience working in a community, not-for-profit, or crisis support setting

Understanding of the impacts of domestic and family violence, homelessness, and financial hardship

* Fluency in a community language
* A commitment to volunteering within the life of GRLC