

Position Description

Position	Coordinated Access and Intake Worker
Location	Warrnambool
Date	August 2022

About Bethany

Bethany Group (Bethany Community Support Inc. and Bethany Kindergarten Services Ltd.) is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

Our Purpose

Working together to meet the changing needs and aspirations of people in their communities.

Our Values

- **Courage** We take action and stand up for what we believe
- **Respect** We value people and build on their strengths
- **Integrity** We are open, fair and just in everything we do
- **Innovation** We develop new ways of working to make a difference
- **Collaboration** We work together to improve outcomes

Bethany’s Diversity Statement

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability. First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

Bethany’s Statement of Commitment to Child Safety

Bethany Group is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

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Bethany's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Bethany, including feeling able to express their identity and raise concerns about their own or others' safety.

Position Objectives

The Coordinated Access and Intake Worker will provide support to community members and external stakeholders to connect to services provided by Bethany and in the broader service system as appropriate. This position is responsible for the delivery of a flexible and inclusive intake response including assessment of service user need, risk assessments, provision of information, referrals and brief solution focused interventions. This position will facilitate referral, assessment and community access to a range of Bethany's services and programs via a combination of access points including telephone, online and face to face. This position will support with the provision of Emergency Relief Services and support Warrnambool reception.

Key Responsibilities

- Provide a professional, socially inclusive and timely response to service users seeking support, referral or information regarding Bethany services and programs.
- Conduct phone based, online or face to face intake assessments including thorough and holistic assessments of service user need and eligibility for Bethany programs/services.
- Undertake risk assessments and implementation of appropriate referral or brief intervention strategies.
- Provide information and referral to support services/agencies external to Bethany.
- Prepare and distribute resource and information packs (electronic and hard copy) to service users and professionals.
- Provide support to the Warrnambool Reception Team.
- Provide support with the provision of Emergency Relief.
- Collaborate with Bethany staff across the Barwon and South West regions to present a streamlined coordinated Intake.
- Build and maintain collaborative partnerships with Bethany program areas through clear communication, information sharing and practice development.
- Develop collaborative relationships with external organisations, including information provision and networking.
- Create and maintain accurate records of intake, assessment, referrals, feedback and any follow-up actions required in line with standards, privacy principles and agency procedures.
- Actively participate in regular line management supervision.
- Other duties as required.

Position Description

Key Selection Criteria

1. A tertiary qualification in Social Work, Psychology, Social Science, Human Services or equivalent.
2. Ability to work in program or agency intake systems assessing need, applying risk assessment frameworks, brief interventions and connecting service users to supports.
3. Knowledge of relevant legislation and information sharing schemes.
4. Knowledge of trauma informed practice including an understanding of the impact of social marginalisation, family violence and other complex issues impacting families, couples and individuals.
5. Knowledge of strengths based frameworks to engage individuals with complex needs to deliver brief interventions based on assessment of client need/risk.
6. Ability to demonstrate culturally sensitive practice, inclusive of the needs of Aboriginal Torres Strait Islander peoples, LGBTIQ and CALD communities.
7. Well-developed written, verbal, interpersonal and service collaboration skills.
8. Knowledge of MS Office, databases and knowledge of a range of IT programs.

Capabilities and Personal Attributes

- Advocates and champions to achieve positive change
- Demonstrates commitment to social justice and social inclusion.
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities
- Creates and sustains dynamic and productive relationships to maximise outcomes.

Organisational Relationships

Supervisor	Team Leader – Bethany Access, Intake and Referral
External Liaisons	Child Protection, Orange Door, Other Community Service Providers
Stakeholders	All Staff

Conditions and Remuneration

Salary	This position is classified as an award payment on the Social Community Home Care and Disability Services Award 2010, Level 5, Pay Point 1 – 3, with a salary range of \$89,066.78 – 93,091.84 (pro-rata if part time). In addition, the package also includes salary sacrifice as per government legislation.
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Ordinary Hours	Ordinary hours of work will be worked between agency hours of 8am to 7pm.
Conditions	Other conditions of employment as per the Bethany Enterprise Agreement.
Travel	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
Physical Requirements	<ul style="list-style-type: none"> ▪ Sit at a computer or in meetings for extended periods - Daily ▪ Work in an open plan office - Daily ▪ Driving - Occasional ▪ Travel to Bethany offices in Geelong - Occasional ▪ Acknowledging the impact of Covid-19 restrictions, work may include remote access and Working from Home arrangements as required by the organisation.
Mandatory Requirements	<ul style="list-style-type: none"> ▪ Satisfactory Police Check ▪ Current Employee Working with Children’s Check <p>All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.</p>
Right to work in Australia	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.
Driver Licence	A current Victorian Driver Licence is required to perform this role.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:

Signature:

Date: