



POSITION DESCRIPTION

Position: Intake Officer

ROLE OVERVIEW		
Organisation	Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS)	
Date	July 2023	
SCHADS classification	Level 5 - Full time	
ORGANISATIONAL RELATIONSHIPS		
Position reports to	Accountable to the Clinical Services Manager of STTARS through collaborative and transparent work practices.	
ROLES & RESPONSIBILITIES		
Primary position objective	Working as an integral part of a multidisciplinary team, the role of the Intake Officer is to ensure that survivors of torture and trauma who are referred to STTARS receive a warm welcome and clear information about what STTARS can offer, and are appropriately assessed, triaged and connected with appropriate services based on needs.	
RESPONSIBILITIES	MAJOR DELIVERABLES	ACHIEVEMENT DEMONSTRATED BY:
Coordination of intake services	<p>Act as a first point of contact for referrers and potential clients, provide a warm 'front of house' service and relevant and culturally sensitive information to clients/prospective clients.</p> <p>Establish procedures and work practices that facilitate an effective central intake service for STTARS:</p> <ul style="list-style-type: none"> • Manage referrals and waiting list for the Program to Assist Survivors of Torture and Trauma (PASTT) program. • Direct referrals for the Refugee Mental Health Clinic, ARANAP Program and CALD Mental Health Program to the appropriate person within each program <p>Conduct intake interviews and assessment processes to ensure the needs and risks of people referred to STTARS are appropriately assessed and referrals are appropriately triaged.</p> <p>Provide a managed waiting list service for people on the PASTT waiting list, maintaining contact, adjusting priority and linking to appropriate services as needed.</p>	<p>Prospective clients receive a warm welcome, clear information about services available, their rights and choices available to them.</p> <p>New clients are clear and realistic about STTARS capacity and role.</p> <p>Referrals are processed in a timely manner, identifying needs and priority.</p> <p>Safety issues are assessed and acted upon promptly.</p> <p>Clients have access to appropriate supports in a timely manner.</p>



POSITION DESCRIPTION

Position: Intake Officer

<p>Team work</p>	<p>Promote and model collaboration and sharing of knowledge and information.</p> <p>Where other counsellors are asked to assist with intake assessments, coordinate that process and information/actions coming from the assessment.</p> <p>Coordinate and lead triage and allocation meetings so that triage/review of clients waiting for a service can be done in collaboration with Team Leaders and the Clinical Services Manager.</p> <p>Coordinate the internal movement of clients between services within STTARS.</p> <p>Demonstrate flexibility to meet the changing needs of our clients and the organisation.</p> <p>Participate in relevant training and development activities as an effective team member.</p>	<p>Within the resources that are available, all referrals receive a timely and appropriate response.</p> <p>Where a waiting list exists clients are prioritized according to factors such as risk, urgency, distress and existing supports.</p> <p>Triage and allocation meetings are run efficiently and purposefully.</p> <p>Services provided in the PASTT program are integrated with other programs within STTARS with active collaboration and referrals between programs.</p>
<p>Data collection and Record keeping</p>	<p>Maintain accurate and timely records of all referrals received and clearly and accurately document results of assessment and screening.</p> <p>Maintain accurate and up to date client records in line with agency standards/procedures and any contractual requirements.</p>	<p>Client records are maintained and up to date.</p> <p>STTARS meets its reporting obligations.</p>
<p>Building relationships</p>	<p>Foster and maintain relationships with external stakeholders to ensure good communication and clear referral pathways.</p>	<p>People in need of STTARS services are aware of and supported to access relevant program.</p> <p>Productive relationships are established and maintained with referrers and other relevant stakeholders.</p>



POSITION DESCRIPTION

Position: Intake Officer

SELECTION CRITERIA	
Qualifications and other requirements	<ul style="list-style-type: none"> • Tertiary qualifications in social work, psychology or a related health or social science discipline or equivalent experience.
Other	<ul style="list-style-type: none"> • Some evening and/or weekend work may be required (e.g. attendance at AGM).
Skills, knowledge and experience	<p>Essential</p> <ul style="list-style-type: none"> • Understanding and sensitivity in the provision of support to people from a wide range of cultural and social backgrounds including people who do not speak English. • Well-developed knowledge and understanding of refugee experiences and the impacts of trauma. • Excellent organisational skills. • Demonstrated experience in computer literacy and managing client information systems, maintaining accurate documentation and data collection. • Excellent written communication skills. • Excellent interpersonal communication and team work skills. • The ability to work both autonomously and as a member of a multi-disciplinary team. • Knowledge of, and a commitment to, the principles of social justice and human rights. <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience working in a cross-cultural setting. • Experience in the use of interpreters to convey sensitive information. • Previous experience in conducting psycho-social assessments and risk assessment (e.g., risk of suicide). • Well-developed knowledge of services for people from refugee or culturally and linguistically diverse backgrounds available in South Australia.
Special conditions	<ul style="list-style-type: none"> • Appointment to the role is subject to the applicant having a current Department of Human Services (DHS) child related employment clearance and police clearance. • The right to live and work in Australia.



POSITION DESCRIPTION

Position: Intake Officer

PROFESSIONAL CONDUCT

STTARS expects all employees to meet the following common standards of behaviour, as outlined in the STTARS Staff Code of Conduct, in addition to the following:

- Working at, and maintaining, a high standard of professional and ethical practice
- Behaviours that are conducive to effective team work and promote a healthy organisational culture.
- Maintaining excellent relationships with and delivering prompt, accurate and efficient service to both internal and external customers by maintaining integrity and encouraging trust.
- Staying up to date with and ensuring compliance with all organisational policies and procedures by regularly updating your knowledge of the same.
- Managing your own performance and the performance of any employees who report to you in a positive, constructive and proactive manner.
- Maintaining and growing your experience of your area of expertise by seeking opportunities to do so both within and outside of the organisation.
- No employee is to harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment.

Position Description Approved by:

Position Title: _____

Signature: _____ Date: _____

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your agreement below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

Name: _____

Signature: _____ Date: _____

Witness

Name: _____

Signature: _____ Date: _____