

Intake Position



Job Description:	Intake Worker
Position reports to:	Senior Therapeutic Specialist (Intake, Allocations, Crisis Response and After Hours)
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Level:	Level 6
Location:	Rotational roster between SASS office located in New Town and The Arch Centre is located in Hobart City Monday to Friday 9am – 5pm

The Intake role is part of the Client Services Team at SASS. SASS is a community-based support, counselling, and education service for victims of sexual abuse, their families and other professionals. SASS delivers 24/7 services including over weekends and public holidays.

SASS is funded by the Tasmanian Department of Communities (DCT), the Tasmanian Department of Education (DoE) and by the Australian Department of Social Services (DSS).

The Intake Officer is responsible for supporting prospective SASS and Arch clients to identify and access the right support pathway for them. The Intake Officer provides assessment and case planning services to clients, usually over the telephone. Intake Officers record client information and consent, answer questions about processes or services, undertake triage, and warm referrals into the client's chosen support pathway. They can also provide crisis intervention sessions.

As the Intake Officer at Arch will perform duties on behalf of all centre service providers, this role is critical in ensuring that clients receive prompt intake appointments and are connected to the right services as early as possible.

PRIMARY FUNCTIONS:

The Intake position is responsible for:

- Providing crisis counselling, support, advocacy, referral, and information services to survivors of sexual abuse, their families and other professionals involved in their support.
- Co-ordinating cross-agency responses to the needs of victims of sexual assault including advocacy and crisis support.
- Liaising with child protection agencies regarding children at risk of sexual abuse.
- Providing effective client hand-over to other SASS employees and Senior Practitioners.
- Attending team meetings as required.
- Maintaining accurate, clear, timely documentation regarding client related activities.
- Participating with other SASS workers in providing a professional, flexible and responsive team environment.
- Undertaking case debrief when required and participate in professional development activities.
- Other duties / projects in line with SASS services as directed by CEO or delegate.
- Providing intake, assessment and case planning services for victims of sexual assault.
- Participating with other workers in the provision of a 24-hour crisis and phone counselling service for victims of sexual assault.
- Coordinating and attending the medical, forensic and police response to recent sexual assaults.

- Screen client eligibility to access SASS services including providing information to ineligible clients about other appropriate services they might access.
- Other duties / projects in line with SASS services as directed by CEO or delegate.

SASS/Arch Duties

Communication	Ensure that clients receive clear and effective communication about the services available at the centre, their eligibility for services, and any steps they need to take to access services.
Intake meetings	Provide high-quality, trauma informed intake service to clients, including by asking questions and actively listening to their concerns, needs, and offering appropriate support. Explore options with clients and work with clients to understand their needs and expectations from Arch services.
Crisis Management	Respond to clients in crisis by assessing their immediate needs and connecting them to appropriate resources if necessary. Maintain composure and demonstrate empathy and sensitivity when working with clients who are experiencing high levels of distress. Follow established protocols and procedures for crisis management and seek guidance from senior staff or supervisors as needed.
Service Coordination	Work closely with other service providers at the centre to coordinate services and ensure that clients receive comprehensive support from services providers within and external to Arch. This may involve making referrals, scheduling appointments, and communicating with other staff members.
Teamwork	Work collaboratively with other staff members at the centre, including service providers and administrative staff, to ensure that clients receive seamless and effective services.
Timeliness	Ensure that all client inquiries and requests are responded to within a reasonable time frame and that clients are informed of the expected waiting times for services.
Information Management	Maintain accurate and confidential records of all client interactions, including intake forms, case notes, and any other relevant information.
Professionalism	Conduct all interactions with clients, colleagues, and partners in a professional and courteous manner, adhering to the centre's code of conduct and ethical standards.
Compliance	Ensure that all intake procedures and documentation comply with relevant legal and ethical standards, including data protection regulations and privacy policies.

Continuous Improvement	Engage in ongoing training and professional development to stay current on best practices in intake and referral services and to improve the quality of services provided to clients.
Evaluation	Participate in the evaluation of the centre's services, including collecting feedback from clients where appropriate or required, identifying areas for improvement, and contributing to the development of strategies to enhance service delivery

LEVEL OF RESPONSIBILITY

The Intake role will:

Work under the direction of the Senior Therapeutic Specialist (Intake, Allocations, Crisis Response and After Hours)

- Work as a collaborative member of the Client Services Team
- Work in collaboration with all employees at SASS/Arch
- Exercise initiative and sound judgement in setting priorities, planning and managing their workload, and exercise discretion and professionalism when supporting clients.
- Adhere to all SASS policies and procedures, including the Code of Conduct.
- Exercise initiative and sound judgement within a framework of relevant legislation and ethical considerations where procedures are not clearly defined
- Raise issues or concerns with the Senior Practitioner or General Manager of Counselling as soon as practicable.

QUALIFICATIONS, TRAINING AND EXPERIENCE

Essential

- Understanding of issues associated with sexual assault
- A commitment to social justice
- Degree, or working towards a degree, in counselling, psychology or social work
- A sound understanding of relevant mandated reporting and risk response legislation
- A sound understanding of an ethical practice framework
- Relevant human services experience
- A National Police Check
- Working with Vulnerable People Check
- Computer literacy
- An understanding of and commitment to the practice of self care
- Based within an hour's drive of Hobart CBD while on shift.
- Current driver's licence
- COVID 19 Immunisation

Desirable

- Degree in counselling, social work or psychology with eligibility for membership of the relevant professional association (APS or AASW or PACFA)
- Training/experience in working with children and adolescents; Aboriginal people; people with disabilities; members of CALD communities; and/or male clients
- Professional experience working in crisis response and/or sexual assault.

Other requirements:

- Comply with the code of conduct, principles and standards values set out in the Operating Protocol
- Comply with Arch policies and procedures that exist or may be developed
- Maintain a current working with vulnerable people clearance and advise immediately of anything that may impact this clearance; and
- Provide consent for a criminal history check by DPFEM and advise immediately of anything that may alter this record, including any offences or charges.

SELECTION CRITERIA

The following knowledge, skills, and experience are required for the position of Client Services Practitioner / Counsellor (Crisis Response Service):

1. Knowledge and understanding of issues relating to sexual assault and how they may impact on victim's lives and community attitudes about sexual assault.
2. Knowledge and experience of relevant assessment, case management and counselling approaches including responses to trauma and experience in crisis or general counselling work.
3. Experience in supporting clients through advocacy and enabling roles and by facilitating their access to and engagement with appropriate services.
4. Capacity and willingness to work effectively within a multi-disciplinary team and to be flexible and adaptable in order to meet the organisation's needs.
5. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role with SASS.
6. Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and, relevant statutes and laws.
7. Well developed written and verbal communication skills.
8. Knowledge of the importance of self care and how this applies in practice to each individual. An understanding of their own role, responsibility and individual needs to maintain their own wellbeing.
9. Demonstrated ability to apply computing concepts in programs including Microsoft Office, (incorporating Word) and Outlook (for use of email), the internet and other computer software.
10. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.
11. Working knowledge of statutory workplace requirements, including Workplace Health and Safety legislation and a demonstrated understanding of confidentiality.