

Position Description

Position:	Resource Worker, Intake & Assessment - Nambour
Reports to:	Team Leader, Domestic Violence/Transitional Housing/Intake
Award:	Kyabra Community Association Inc. The ASU and Employees Enterprise Agreement 2012
Position Classification:	Level 4

Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development, and other such responses that facilitate the achievement of specified goals.

Kyabra operates an integrated model and works with individuals and families with sometimes complex issues. This work may include support and advocacy through the systems which significantly impact on individual and family lives, such as; domestic violence; child protection; income support; housing; mental health and healthcare; disability; education and legal.

Intake and Assessment is responsible for providing a single point of entry for information, assessment and referral to Kyabra inPlace services and external services.

The Resource Worker Intake and Assessment will, in conjunction with the Team Leader be responsible for ensuring that the following activities are carried out:

- Initial needs identification and assessment including support to develop a crisis plan where appropriate
- Provision of information to those seeking services
- Appropriate referral to internal and external services
- Supporting other team members in case work roles where appropriate and where there is capacity to do so

The position involves initial phone based intake and assessment, some centre based and outreach functions. Experience in intake and assessment, housing and homelessness, domestic and family violence is essential to the role. Knowledge of client management systems, QHIP and/or other databases are highly desirable.

Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To actively evaluate and critique practice at an individual, service and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance appraisals and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals.

- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affects their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.

Role Responsibilities

The Resource Worker will work alongside other workers in a team that are responsible for:

- Initial needs identification and assessment, including supporting crisis plans where appropriate, of individuals and families who wish to access Kyabra inPlace services.
- Provision of information to those who are seeking services.
- Appropriate referral of individuals and families to internal Kyabra inPlace services or to external services, as relevant to their needs.
- Maintaining comprehensive information and update referral protocols for relevant external services.
- Maintaining intake related data collection to ensure accuracy & timely responses.
- In conjunction with the Quality Assurance and Reporting team:
 - generating timely and accurate reports as per service agreement requirements
 - contributing to ongoing development of integrated model administration & data collection systems to ensure compliance with Kyabra policy & procedures and QA requirements.

Key Selection Criteria

Essential

1. A Bachelor degree in Social Work or similar is an essential requirement for this role.
2. Understanding of and commitment to the principles of social justice.
3. Demonstrated capacity to work in ways that focus on people's strengths.
4. A demonstrated ability to work autonomously and work as part of a team.
5. Well-developed interpersonal and organisational skills.
6. Demonstrated knowledge and/or experience of intake and assessment, including client management systems in the community sector in one or more of the following areas: housing and homelessness, domestic and family violence, mental health, child protection.

Positions under direct supervision:

None

Relates to:

- Staff and volunteers.
- Executive Board members.
- Families and individuals.
- Other service providers/community organisations

Other Information

Criminal History Check

The successful applicant will be required to apply for a Personal/Criminal History Check. Upon employment, the organisation will reimburse this expense. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

Hours of Work

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

Equal Opportunity Employer

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.