Position Description

Position: Intake & Assessment Worker
Reports to: Manager, Intake & Assessment
Award: Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award)
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, Single Sessions, 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, families and carers with sometimes complex issues. This work may include support and advocacy through the systems which significantly impact on individual and family lives, such as; child protection; income support; housing; mental health and healthcare; disability; education and legal.

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

The Intake and Assessment Worker will work within the Intake and Assessment team and, in conjunction with the Manager and other team members, will be responsible for ensuring that the following activities are carried out:

- Initial needs identification and assessment
- Provision of information to those seeking services
- Appropriate referral to internal and external services
- Single session work, where appropriate
- Recruitment and assessment of foster carers
- Organising out-of-home care placements for children referred by the Department of Communities, Child Safety
- Supporting community members to access a range of Kyabra Community Finance Initiatives.

The position involves initial phone based intake and assessment, some centre based and outreach functions, and it is expected that this role may work across both Kyabra sites in Runcorn and Richlands. Experience in intake and assessment, housing, out of home care or disability (including NDIS) is essential. 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 Intake & Assessment Worker will work alongside other workers in a team that are responsible for:

- Initial needs identification and assessment of individuals, families and carers who wish to access Kyabra services.
- Provision of information to those who are seeking services.
- Appropriate referral of individuals, families and carers to internal Kyabra services or to external services, as relevant to their needs.
- Organising and carrying out Single Sessions with people for whom that is an appropriate response.
- Contributing to the development and maintenance of recruitment strategies to ensure a pool of Foster Carers who have the potential to provide quality out of home placements for children and young people.
- Utilising a range of established practices and procedures to assess potential Foster Carers who can accept referrals from the Department of Child Safety.
- Administering, maintaining and developing a number of existing agency managed community finance initiatives accessible to people living on low incomes in our geographic area.
- Supporting people accessing the community finance initiatives in identifying and articulating their needs, aspirations and abilities.
- 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. Relevant university tertiary qualifications and experience in the Human Services field.
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: community finance, foster care, disability, mental health and housing.
7. Fully vaccinated against Covid-19.

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 the required Personal/Criminal History Checks. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form/application.

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.

Signed: _____
(employee signature)

_____
(employee name)

_____
(date)