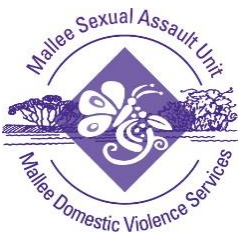




POSITION DESCRIPTION

Job title	Intake & Assessment Support Worker
Location	Mildura
Report to	Northern Mallee Client Services Manager
Award	Social, Community, Home Care and Disability Services Award 2010 (to be negotiated)
Position classification	Full time
Job Summary	You will be responsible to reduce the prevalence and impact of sexual assault and domestic violence in the Mallee through partnerships which raise community awareness and undertake preventative and early intervention strategies and provide specialist and coordinated care valued by survivors of sexual assault and domestic violence, meeting safety needs, and facilitating their empowerment, dignity, and reintegration into communities of choice. Integral to the role is the first point of contact for clients accessing the service and your role is to assess risk, identifying needs of clients, crisis response and referral pathways, this requires collaboration with services to identify risk and threats to safety of victim/survivors for ongoing risk management.
Duties	<ul style="list-style-type: none"> • Perform intake and first point of contact duties for clients accessing the service • Assessment of the nature and urgency of a request for service • Making an initial assessment regarding eligibility for services and clients wishes for services • Adhere to strict data collection and file management systems with attention to detail • deliver high quality, inclusive and flexible case management services including client engagement, intake and assessment, case plan, intervention, review, and case closure. • engage with individuals, their families and health/community services to deliver integrated 'evidence based' client-directed and meaningful service to all clients. • participate and deliver effective work processes to ensure the delivery of program throughput, outputs, and KPI's. • Utilise principals of recovery orientated practice, support and assist clients to develop skills. • Provide guidance and encouragement to clients to achieve agreed to goals as detailed in their action plan. • Encourage positive relationships and support networks through role modelling. • Educate, encourage, and support clients to engage with internal and external support services. • Support clients to identify short and long-term goals through effective case planning. • Establish and maintain collaborative and supportive relationships with clients, service providers, other team members and the local community through demonstrating respect, empathy, and the willingness to understand differences in culture and customs



POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Experience working successfully with clients from low-socio economic and disadvantaged groups as well as clients with a history of offending and re-offending. • Flexible working arrangements on call and recall
Essential knowledge, skills, and attributes	<ul style="list-style-type: none"> • excellent written and verbal communication skills. • high level interpersonal skills, and ability to connect with people and build trusting therapeutic relationships • a high degree of flexibility with a positive outlook • an ability to thrive in an innovative working environment and work with ambiguity. • ability to embrace complexity and can think strategically. • Ability to work as part of a team and autonomously. • demonstrate experience delivering goal-orientated case management to young people and their families/carers, specifically targeting clients with high vulnerability and mental health issues • demonstrate experience connecting with other services including schools, recreational and leisure facilities, and support within the home or young person's living arrangements.
Key Selection Criteria	<ul style="list-style-type: none"> • Clear Victorian and N.S.W Working with Children's Check • National Police Check. • Current Driver's License. • Demonstrated sound understanding of Child Safe Standards and Children's, Youth and Families Act 2005. • Willingness to promote the cultural safety of children from Aboriginal and CALD backgrounds and any child with a disability. • Understanding of a client's right to access the service regardless of their country of birth, language, culture, race or religion, sex, sexual orientation, or disability. • Mandatory COVID vaccination status • Minimum Bachelor Social Work or equivalent Degree