

Position Description

Title:	Intake & Case Worker
Business unit:	CareRing – Social Enterprise & Employment
Location:	130 Lonsdale Street, Melbourne VIC 3000 – remote work
Employment type:	Maximum-term part-time to 30 September 2026
Reports to:	Team Leader/s CareRing

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

- Assess, triage and book clients into CareRing services through intake procedures and the incoming phone line as rostered.
- Provide and facilitate appropriate referral / appointments to services available within and external to Uniting for a Nationwide consumer base, primarily over the phone.
- Respectfully engage with clients about the issues they are facing, identifying areas for action including the provision of short-term case managed support and/or counselling where indicated.
- Refer to services that will assist, with particular emphasis on issues relating to those experiencing family violence, homelessness and mental health vulnerabilities.

2. Scope

Budget:

Nil

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People:

- Nil

3. Relationships

Internal

- Team Leader, CareRing
- Senior Manager
- Uniting leadership team more broadly
- Team members within CareRing and within Uniting more broadly.

External

- Referral organisations e.g. CareRing network partners, financial counsellors
- Clients, community groups, government departments, community service organisations, utility providers, banks and industry bodies.

4. Key responsibility areas

Service delivery:

- Complete intakes through an incoming phone line as rostered.
- Respond to email, phone and calendar appointments in a timely manner.
- Undertake phone appointments with victims of family violence from various states across Australia, assessing risk and service needs whilst providing advocacy and referral.
- Liaise with corporate partners in relation to referrals made into the program in a timely manner.
- Undertake strength-based client centred assessments.
- Have a caseload as negotiated with the Team Leader.
- Develop and implement identified goals and case plans, which specify the delivery of services to clients in meeting their goals and follow up where appropriate.
- Maintain up-to-date case notes and data records for each client.
- Undertake assessment and case planning within expected timelines including the provision of 'Single Session' appointments.
- Consult with Team Leader and other program workers where there are protective concerns.
- Actively engage individuals and families referred to Uniting CareRing.
- Undertake crisis management functions where necessary and appropriate including suicidal ideation.
- Accurately and efficiently manage client booking systems and databases.
- Undertake initial screening of referrals and conduct risk and needs assessments for clients.

Administration:

- Provide the CareRing Team Leader or other Leadership staff with written reports and or case studies undertaken, on an as required basis.
- Maintain and provide appropriate statistics for the service and as required by the funding body.
- Participate in regular structured professional supervision and attend staff / team meetings.
- Utilise data reporting systems as required, including entry of accurate data in a timely manner.

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Quality and risk:

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Participation in professional development activities endorsed and / or conducted by the Maintain data and records and provide timely reports to management team.
- Advise line manager promptly of perceived safety risks, or other significant issues or barriers to engagement.
- Conduct work activities with an awareness of potential safety issues and advise line manager promptly of any significant issues or hazards for clients, self or other staff.
- Maintain client privacy and confidentiality.
- Participate in regular supervision, including an annual appraisal and performance development sessions in order to meet organisational and professional quality standards and development goals.

Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Performance indicators

- Meet agreed performance targets and contractual obligations.
- Hold case load of clients as set out by Team Leader.

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6. Person specification

Qualifications

- Relevant qualification in Community Services, Social Work or other related field.

Experience

- Demonstrated skills and experience in working with disempowered and vulnerable people including:
 - Capacity to engage clients and establish effective helping relationships
 - Ability to undertake solution-focused, strength-based assessments, needs analysis, development of intervention plans; and work with clients to bring about change
 - Ability to Work with culturally and linguistically diverse communities, including working with interpreters
 - Experience with suicidal ideation, family violence and trauma informed practices.
- Extensive knowledge of community services e.g. child, youth and family, family and interpersonal violence, housing, mental health and addiction support services.
- Proficiency utilising Microsoft Office programs (Word, Excel, Outlook).
- Ability to use electronic database (CDS) is also highly desirable but not essential.
- Ability and willingness to use many computer-based systems such as TEAMs and 8x8 phone systems.
- Ability to speak a relevant community language would be considered an advantage.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Strength-based case work:** motivated to work with and support vulnerable and low-income households using strength-based practice so that they gain confidence in managing their own affairs.
- **Flexibility:** demonstrated ability to work in a fast-paced environment, to embrace change and adapt including willingness to use technology to provide services to vulnerable households.
- **Communication skills:** outstanding communication and liaison skills including the ability to engage with vulnerable people experiencing personal issues including financial hardship, family violence and other concerns, and communicate with other support agencies, government, utility providers, relevant networks and industry bodies. Particularly keeping in mind this role is primarily phone based, an ability to establish rapport over telephone and written communication methods such as email is essential.
- **Time management skills:** well-developed time management, planning, and organisational skills as demonstrated by meeting key performance requirements and managing own workload efficiently.
- **Attention to detail:** High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: