

# Position Description

<b>Title</b>	Intake & Recruitment Senior Worker
<b>Business Unit</b>	Aged & Carer Services
<b>Location</b>	Based at Mt Waverley
<b>Employment type</b>	Full time
<b>Reports to</b>	Coordinator - South

## 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

Uniting Social Support Services deliver programs across metropolitan Melbourne and the Grampians region to assist people 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) and people who are under the age of 65 living with a disability, to continue to live independently in their home and community. Consumers are supported by volunteers who offer phone based social support, small group facilitation and the opportunity to support social connections through visiting the client in their home or supporting their engagement in the community. Volunteers also support staff at centre-based locations where a range of activities and outings are offered that contribute to fostering a person's skill and capacity. All Social Support programs draw upon the principals of wellness and reablement which builds on people's strengths and goals to promote independence.

The Intake & Recruitment Senior Worker will support the delivery of these high-quality consumer services, in addition to operationally modelling leading practice in the social support space. The role will involve supervision of three staff and operational service delivery in support of client intake and assessment. The role will also involve program promotion and volunteer engagement through recruitment and onboarding processes. Furthermore, the Senior Worker will monitor and review consumer outcomes and experiences in line with the Aged Care Quality Standards.

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## 2. Scope

### Budget:

- nil

### People:

- Volunteer Engagement Officers
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## 3. Relationships

### Internal

- Intake & Recruitment Team
- All Aged and Carer staff
- All Corporate Support services staff

### External

- Consumers/Carers
  - Volunteers
  - Government funding bodies and service providers
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## 4. Key responsibility areas

### Service delivery

- Contribute to the daily service delivery operations of the Intake & Recruitment team which includes the coordination of team meetings, program enquiries, consumer assessment, and volunteer recruitment and training.
- Conduct comprehensive consumer assessments using a person-centred approach that considers the information provided through My Aged Care.
- Develop, design and facilitate interactive online training and resources for Volunteers.
- Analyse Volunteer and consumer data and gather feedback to develop more streamlined processes.
- Promote the embedding of the wellness and reablement model in all aspects of service delivery.
- Ensure consumers have ownership when planning social supports that meet their identified My Aged Care goals.
- Ensure that consumers are aware of social activity opportunities within their local community as well as those offered within the social support and other Uniting programs.
- Attend networking opportunities through regular service provider meetings, forums, and expos.
- Promote social support programs to regional assessment services and community service providers.
- Promote Volunteer programs, recognising their contribution and value within our community.
- Demonstrate a strong commitment to continuous quality improvement by ensuring ongoing review and evaluation of practice, with a focus on improved outcomes for consumers and identifying opportunities and areas for improvement.

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- Develop and maintain appropriate effective relationships with key stakeholders including consumers, carers, families, advocates, community groups, peak bodies, community service organisations, relevant professionals, government bodies and other funding agencies.
- Ensure that My Aged Care & Procura client records are up to date.
- Ensure attention to detail in the compilation of internal and external documentation.
- Identify, mitigate, and report risk through identified channels and processes, demonstrating an understanding of individual, program, and organizational risk, as well as an appropriate sense of urgency in risk reporting.

#### **Leadership & teamwork**

- Contribute to, and support a team to provide quality consumer focused services.
- Support and supervise Volunteer Engagement Officers, and undertake regular Supervision and Annual Performance Review & Development Planning.
- Work closely with the Coordinator to ensure high quality service delivery that aligns with Uniting processes, policies and procedures, meeting all relevant performance and outcome indicators, relevant internal and external standards, and driving the continuous quality improvement process.
- Have the capacity to communicate effectively, in a range of mediums and a variety of settings.
- Promote a healthy workplace culture, including the development of productive working relationships and a positive work-life balance.
- Support team, peers and the organisation through the Aged Care reform agenda and promote change consistent within all aged and carer programs.

#### **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.

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### 5. Person specification

#### Qualifications

- Relevant tertiary qualifications in Social Work, Welfare, Community Services or equivalent.

#### Experience

- Experience working in Aged Care or other community supports and an understanding of the Aged Care Quality Standards.
- Working within a changing environment with the ability to adjust to new processes.
- An understanding of, and commitment to, the Wellness and Enablement model.
- Experience in assessment that actively reflects customer choice and the wellness and enablement model.
- Experience with the My Aged Care portal and the use of a variety of IT systems and reporting platforms, demonstrating strong computer skills.
- Demonstrated leadership and training skills, utilising effective interpersonal skills.
- Developed organisational skills and attention to detail.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:** drive a positive workplace culture; lead by example; embed contemporary consumer focused practice; meet program performance indicators and targets; have demonstrated experience in all areas of people management and service delivery.
- **Professionalism:** maintain relationships with staff, volunteers and key stakeholders that are respectful, inclusive, and collaborative; build and maintain healthy communication channels with all internal and external relationships; support the organisation to embed values and deliver on strategic goals.
- **Diversity:** understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich workplace; foster inclusive practice.
- **Accountability:** demonstrate an understanding of the level of accountability held by a Coordinator position, including: quality improvement; program development; people, facilities and financial management; funding and program guidelines; internal and external reporting requirements; risk management; networking and the development and maintenance of key relationships

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### 6. 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 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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### 7. Acknowledgement

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

**Employee**

**Manager**

Name:

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Signature:

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Date:

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