

# Position Description

<b>Title</b>	Intake Worker, Child FIRST
<b>Business Unit</b>	Child FIRST (Child & Family Information, Referral & Support Team) – Child, Youth and Family (CYF)
<b>Location</b>	61 Riggall Street, Broadmeadows
<b>Employment type</b>	Full Time, Maximum Term (until December 2021)
<b>Reports to</b>	Team Leader, Child FIRST (Hume Moreland)

## 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

Child FIRST provides a coordinated community based entry point into registered child and family service agencies working within the Hume Moreland Child & Family Alliance Partnership. Family Services provides a case management and support service for vulnerable children, young people aged 0-17 and their families. Families are referred by community members, professionals or Child Protection.

Child FIRST completes initial assessments to determine suitability for allocation to family services or coordinate referrals to other relevant community agencies. Child FIRST also provides information and advice about local community services and supports for vulnerable families.

Families eligible for the service will be impacted by disadvantage including poverty, substance abuse, family violence, mental health and trauma and may be at risk of becoming involved with the Child Protection system or may already be involved with the statutory system.

## 2. Scope

**Budget:** Nil

**People:** Nil

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### 3. Relationships

#### Internal:

- 61 Riggall St Broadmeadows Site Team ( IFS, HMC2K, IFVP, Financial Counselling)
- Group Manager, Child, Youth & Family (Northern)
- Senior Manager Parenting & Family, Hume Moreland Alliance
- Hume Moreland Child FIRST Team Leader
- Uniting staff

#### External

- Child Protection including Community Based Child Protection Workers & L17 Multi Agency Triage Team
  - Hume Moreland Child & Family Alliance (HMC&FA) (including other Integrated Family Services agencies & Child Protection including Community Based Child Protection practitioners & local government)
  - Hume Child & Family Services Network (broad range of community service providers including Early Years Services (including M&CHNs, ECIS, Child Care, Kindergartens, Schools) & Youth Services)
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### 4. Key responsibility areas

#### Service delivery

- Contribute to the development and provision of an effective, quality service by providing a coordinated intake response to families, potential referrers, community networks and professionals.
- Work collaboratively with multidisciplinary teams across the Child and Family Services Alliance and within Uniting.
- Undertake initial screening and complete intake processes for a caseload of referrals, including conducting risk and needs assessments based on the Best Interests Case Practice Model
- Consult with the Community Based Child Protection Workers when protective concerns are assessed as likely to impact on child safety and wellbeing.
- Undertake crisis management functions.
- Work collaboratively with families, the community and other professionals to ensure best interests of children and young people aged 0-17 are met.
- Support families awaiting allocation including monitoring and through referrals to universal and other services; advocate for family's access to services as required.
- Provide or facilitate assertive outreach as necessary, particularly with clients who are reluctant to engage.
- Communicate respectfully and honestly with families and demonstrate transparent practice in relation to child wellbeing concerns.
- Maintain case records and data entry in line with procedures and policies.
- Assess the appropriateness of referrals for family services allocation; support the senior intake worker in preparing case presentations for the weekly allocations meetings.
- Develop and maintain knowledge of community resources and networks for vulnerable children, young people and their families.
- Participate in agency networks in line with the strategic plan and Integrated Family Services catchment plan.

#### General

- Participate in and contribute to staff processes of reflection, review, development and planning in a team and broader organisational context.
- Participate in the development and maintenance of a cohesive team.
- Participate in regular supervision with Team Leader.
- Perform any other function in line with authorities, capabilities, and skills that will enhance the performance of Uniting.
- Attend and participate in team meetings, wider agency activities and training/forums

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#### 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

- Bachelor of Social Work or related tertiary qualification

### Experience

- Knowledge and understanding of intake, assessment and response.
- Child Protection experience &/or Intake experience with vulnerable children and families, including those who have experienced family violence.
- Highly developed adaptive interpersonal communication skills including the ability to engage and empower others.
- Ability to be self-reliant, motivated and accountable in managing multiple tasks and meeting timelines and targets.
- Intermediate to advanced Computer literacy using MS Word, Outlook, Excel and efficient and effective data entry skills.
- Excellent written including report writing skills and verbal communication skills.
- Commitment and ability to work independently and as a member of a team.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- An understanding of the relevant legislation and current policy relating to the care of children and families.
- Ability to engage and assess client needs including risk assessments.
- A sound understanding of strengths based approach to service delivery.
- An understanding of child development, family systems, ecological theory and demonstrated experience in working with vulnerable children and families with complex and multiple needs.

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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

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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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**7. Acknowledgement**

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

**Employee**

Name:

Signature:

Date: