

# Position Description

<b>Title</b>	ChildFIRST Intake Worker
<b>Business Unit</b>	Client Engagement and ChildFIRST
<b>Location</b>	185 Baillie Street, Horsham
<b>Employment type</b>	Full-time  Maximum Term position (6 months)
<b>Reports to</b>	Program Leader, Client Engagement and ChildFIRST

## 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

The ChildFIRST Intake Worker is responsible for ensuring that vulnerable children and their families receive priority access to relevant services to support the child's healthy development and improve parenting capacity. The Child FIRST Worker will be required to complete initial and ongoing assessments on children and families using the Best Interests framework. The ChildFIRST Intake Worker may develop Family Action Plans, Safety Plans and make referrals to other services, as well advocate and provide support to client families.

### 2. Scope

**Budget:** Nil

**People:** Nil

### 3. Relationships

#### Internal

- The Client Engagement and ChildFIRST Team

## Position Description

### ChildFIRST Intake Worker

- Supporting Families and Communities Team (IFS)
- Other Uniting Staff

#### External

- Child Protection Unit, office in Horsham and Geelong (Intake)
  - Key Stakeholders
- 

## 4. Key responsibility areas

### Service delivery

- As a part of the Client Engagement and ChildFIRST team; complete shifts on the duty roster including taking responsibility of the duty phone, actioning new referrals and support presenting clients as needed.
- Using established Agency procedures provide initial needs identification, information and referral of individuals, families, and carers. This role will involve receipt of referrals, home visits, risk and needs assessments, arranging crisis intervention and provision of information and advice to referrers.
- Provide support for families waiting to be allocated to Family Support or Family Counselling in the form that is most beneficial to them.
- Promote strategies that maximise safety for children and young people within their families and maintain effective working relationships that are consistent with child centred family focused practice.
- Implementation of appropriate crisis intervention strategies where it is not possible or timely to refer to a crisis service.
- Support potential Uniting Wimmera clients to ascertain their eligibility for services including providing the explanation of Uniting Wimmera services, privacy, fees, intake and assessment, possible waiting times and other rights and responsibilities.
- Provide accurate information regarding relevant services if the request is for a service not provided by Uniting Wimmera and assist the client/s or referrer to access a more suitable service.
- Provide assertive outreach to ensure hard to reach or isolated families have every opportunity to engage with Uniting Wimmera.
- Assess potential Uniting Wimmera clients to ascertain their eligibility for services, this will involve an explanation of Uniting Wimmera services, privacy, fees, intake and assessment, possible waiting times and other rights and responsibilities.
- Consult with the Manager, Program Leader and external agencies in regarding complex issues where appropriate.

## Position Description

### ChildFIRST Intake Worker

#### People

- Cultivate proactive team spirit by supporting regular and systematic meetings and joint planning exercises.
- Fully participate in the development of agency-wide policies and projects as required.
- Work collaboratively with reception in all aspects of client access to Uniting Wimmera services including the provision of information and the management of the client waiting area.
- Contribute as required to program and organisational continuous improvement processes.
- Work independently and as part of a multi-disciplinary team.
- Develop collaborative relationships with other agencies that provide client services to ensure best outcomes for vulnerable children and their families.

#### 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.

---

## 5. Person specification

### Qualifications

- Tertiary qualifications and / or substantial years of relevant experience in a human services, welfare, or social services role.

### Experience

- Tertiary qualifications and / or substantial years of relevant experience in a human services, welfare, or social services role.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated experience and well-developed skills in the delivery of telephone and one on one assessments and referral services to individuals, families, and communities with diverse and complex cultural, emotional, and social needs.
- The ability to discern and prioritise needs of clients and to give the most useful and appropriate information, intervention, referral.

## Position Description

### ChildFIRST Intake Worker

- Awareness of legislation requirements including Equal Opportunity, Mental Health, Disability Services, Child, Youth and Family Services Acts.
- Demonstrated ability to work flexibly to engage families and/or providing outreach services in a difficult or stressful context.
- Knowledge of relevant services within the sector.
- Proven reporting, time management and administrative skills.
- Competent computer skills.
- An understanding of and commitment to the programs of Uniting Wimmera.

---

#### 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.**

---

#### 7. Acknowledgement

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

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>