

Position Description

Title	Client Support Worker / Intake
Business Unit	Social and Financial Inclusion
Location	188 McDonalds Rd, Epping
Employment type	Part Time, Maximum Term
Reports to	Team Leader, Client Support Services / 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

This role will undertake intake duties through initial needs assessment using a client-centred approach. The CSW will provide information, support and referral primarily through phone contact with individuals and families who find themselves in personal or financial difficulties. The role also undertakes administrative tasks related to the recording of client engagement including scheduling of home visits and phone appointments, community education sessions and team member travel and other duties as required.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Programs Manager, S&FI
- Leadership Team - Client Support Services/CareRing
- Financial Inclusion Team Leader

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- S&FI Leadership team
- Team members from the broader S&FI area and across Uniting

External

- Key stakeholders including other community services organisations, utility retailers, financial institutions, microfinance network and financial counselling providers, community groups, government departments, community organisations and industry bodies.

4. Key responsibility areas

Service delivery

- Work with clients to understand, assess and prioritise their key needs and provide appropriate referral and/or information accordingly
- Manage client bookings across a number of programs (including financial counselling, utility visits, Employment Services Worker and other general support services) in a respectful, inclusive and collaborative manner.
- Provide such services with particular emphasis on issues relating to those experiencing family violence and other complex needs in a timely manner
- Work as a member of an integrated team, working within and external to Uniting to respond to client needs.
- Identify specific client requirements, such as need for interpreters and make appropriate arrangements.
- Work closely with financial counselling organisations, utility retailers, community agencies and other referral bodies to meet clients' needs.
- Provide information to clients about Uniting programs and support access to the service.
- Maintain accuracy of information including resources and support services to the community.
- Maintain and contribute to a safe working environment for Uniting employees, including operating the check in / check out system for Kildonan staff conducting outreach across Victoria and Interstate.
- Manage client bookings, data collection, reporting, and administrative tasks in an accountable and timely manner.
- In collaboration with S&FI Managers, monitor work volumes for S&FI staff and partner agencies (where appropriate) and adjust as necessary.
- Coordinate travel and other bookings for S&FI team members as required.

Quality and risk

- Contribute to the development of systems and processes to maintain accurate records of meetings, activities and status of relationships with stakeholders.
- Maintain data and records and provide timely reports to S&FI 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 organizational 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.

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- 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.

5. Performance indicators

Meet agreed performance targets and contractual obligations.

6. Person specification

Qualifications

- Relevant qualification, skills and/or experience in social work, community services, or other related field.

Experience

- Experience in a phone-based service such as community support intake, customer support or hardship team would be advantageous.
- Well-developed time management, planning, and organisational skills and capacity to multi-task.
- Cultural competency working with people from linguistically diverse backgrounds
- Understanding and/or experience of areas relating to energy efficiency or financial literacy would be advantageous.
- Proficiency utilising Microsoft Office Programs (Word, Excel, Outlook). The ability to use electronic database is also highly desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Communication Skills:** Excellent communication and interpersonal skills including the ability to engage with clients who have complex needs and / or present for services in times of crisis.
- **Organisational / Administrative Skills:** Proven ability to meet key performance requirements and manage own workload efficiently including demonstrated administrative experience and the ability to maintain accurate and complete files and other records.
- **Social inclusion and vulnerability:** A thorough understanding of issues relevant to factors impacting on those affected by family violence, mental health vulnerability, economic hardship, cultural dislocation and any other barriers to social inclusion.
- **Attention to detail:** High level of attention to detail and commitment to quality with a demonstrated ability to follow procedures, processes and compliance requirements.

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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.

8. Acknowledgement

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

Employee

Name:

Signature:

Date: