**POSITION DESCRIPTION**

Title: Intake & Assessment Officer

Classification: Social, Community, Homecare & Disability Services Industrial Award 2010

Remuneration: SCHADS Award 2.4

Working Hours: 10 hours per week

Reports to: Advocacy & Prevention Team Leader

**ORGANISATIONAL ENVIRONMENT**

Strong Women Talking is a grass roots movement of First Nations sisters and aunties who are passionate about preventing and breaking the cycle of violence by creating a culturally safe space to educate, equip and empower women. Our goals are to support women and children in community through various gender based, DFV prevention programs.

**ABOUT THE JOB**

The Intake & Assessment Officer will provide support to the Advocacy & Prevention team at SWT and be the first point of contact for women wanting to access Strong Women Talking’s services. This role is focused on providing a, trauma informed/healing centred approach, to First Nation women aged 18 and above who have experienced gendered based violence across their life span. The role will be responsible for contacting women that have registered interest into our programs and will assess their eligibility for our services through an intake process. In responding to clients who have experience Family or Domestic Violence, the Intake and Assessment Officer utilises a screening, triage and risk assessment process and provides high quality intake and assessment screening. The role may support the delivery of groups, events or be asked to perform job-related tasks other than those specifically stated in this position description.

**DUTIES AND RESPONSIBLITIES**.

Working independently and in collaboration with other staff to provide support to participants and the Advocacy & Prevention Team, including:

* Data entry of client information into our computer based systems including CRM
* Manage new leads by conducting intake assessments with women that register their interest to our services assessing their suitability
* Manage the client waitlist and undertake client intake, assessment and referral processes.
* Follow referral processes for women that are not suitable for SWT services
* Assess client health, wellbeing and access needs to ensure appropriate support is provided to clients.
* Provide client-centred trauma informed assessment services to SWT clients through face-to-face, telephone and web-based delivery modalities.
* Provide brief solution focussed counselling to clients.
* Ensure that individuals are valued and respected and that care initiatives aim to promote independence and client self-determination.
* Organise and participate in case conferences and interagency meetings in a collaborative and consultative manner.
* Link women to services, supports and networks within the community
* In collaboration with the Advocacy & Prevention Team Leader and relevant service providers, support and monitor appropriate and responsive support services.
* Promote SWT and advocate for service options for the target group, in the wider community, through sound working relationships with service provider networks.
* Assist with administrative functions, including maintenance of client database and funding reporting requirements.
* Participate in the professional support and development of the service and maintain your own professional knowledge and skills.
* In conjunction with other team members, be responsible for ongoing development and evaluation of program practice, ensuring continuous quality improvement and compliance with the relevant standards.
* Maintain a safe work practice in accordance with Workplace Health and Safety legislation and SWT.
* Adherence to best-practice case management and health promotion and education frameworks.
* Monitoring and responding to telephone calls and emails
* Contribute to the planning, implementation, and revision for continuous quality improvement of service delivery
* Prepare accurate and timely information for external reporting purposes.
* Escalate identified issues and clinical risks through formal organisational channels
* Compiling Welcome Packs
* On refer clients that are not suitable for SWT services
* Additional tasks as per management

**ESSENTIAL**

* As this is a women’s business service, you must identify as Female
* Identify as Aboriginal or Torres Strait Islander
* Valid Drivers License
* Current National Police Check
* Current Blue Card (or willing to obtain)

**ABOUT YOU**

* Demonstrated experience in the Family and Domestic Violence sector is highly desirable
* Ability to engage with people in crisis who present with a range of complex needs
* Demonstrated competence in oral and written communication with high level proficiency in Information Technology systems (including Microsoft Office) Relevant knowledge and skills gained through qualifications and/or previous experience
* Experience supporting vulnerable client groups and women who have experienced gender-based violence.
* High level skills in assessment, case planning and case management, and working in partnership with families and local service networks.
* Knowledge and demonstrated understanding of the DFV service systems and legislation relevant to service delivery.
* Understanding and gendered analysis of the effects of domestic, family and sexual violence.
* Experience and demonstrated understanding of issues faced by CALD, Aboriginal and Torres Strait Islander peoples and communities, and other priority groups within the context of health and family wellbeing.
* High level of resilience and self-care practices in place
* An ability and commitment to creating a positive work environment and organisational culture.

**SELECTION CRITERIA**

* What skill and experience do you have providing trauma-informed healing-centred assessments?
* What is your experience or understanding of domestic and family violence programs and services for First Nation Women in Qld and nationally?
* How do you ensure people from all diverse experiences have their needs met?
* What will you bring to SWT?