



PO Box 12 Ringwood 3134  
Telephone (03) 98770311

## Position Description:

# Intake Coordinator – Intake and Emergency Response Service

## 1. General Information

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<b>Position title:</b>	Intake Coordinator – Intake and Emergency Response
<b>Department:</b>	Safe Futures Foundation
<b>Position Reports to:</b>	Team Leader Intake and Emergency Response
<b>Classification:</b>	SCHADS Level 5 Plus 9.5% superannuation and access to salary packaging
<b>Job status:</b>	Part time including weekend rosters
<b>Probationary Period:</b>	6mtnhs
<b>Location:</b>	Croydon North
<b>Key Relationships:</b>	Internal: CEO, General Manager Service Delivery, Team Leader Safe in the Community, Corporate Services Staff, Service Delivery Staff External: Referring agencies, clients their families and advocates, community service organisations and partners including Safe Steps, Vic Police, regional organisations and key stakeholders.

## 2. Overview of Safe Futures Foundation

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Safe Futures Foundation (SFF) is a not for profit Specialist Family Violence Organisation that provides frontline services to women and children to help them escape control, abuse and violence and rebuild their lives. We have been responding to family violence and changing people's stories for over 40 years. Safe Futures is proud of its achievements and has grown to be the largest provider of crisis accommodation in Victoria - which includes 19 crisis properties and nomination rights to 39 Transitional Houses. Safe Futures delivers outreach support and therapeutic responses to women and children in the community affected by family and domestic violence. We employ intensive case managers and women's and children's advocates across 2 main sites in Melbourne's Eastern suburbs. We are funded by the Department of Health and Human Services and the generous support of donors.

The Foundation supports women and children through three key programs:

- Safe in the Community
- Community Connect &
- Intake and emergency response

Our clients come to us through a range of avenues including referrals by Safe Steps, Victoria Police, Centrelink and self referrals.

## Our Vision

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The Safe Futures Foundation believes all children, young people and adults have the right to live safely in their community.

## Our Model

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The Safe Futures Foundation has successfully developed and implemented an alternative to the traditional response that waits until a crisis point has been reached. The response is premised on a triage approach with comprehensive assessment of safety and support needs, and direct accesses to responses and resources ranging from safety strategies and immediate necessities through to therapeutic, educational and wellbeing programs. The response is informed by individual assessments for safety and support and offers a holistic family centred response focused on achieving outcomes determined by the client.

## 3. The Role

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Working as part of a dynamic team the Intake Coordinator at SFF has the primary responsibility to manage intake, over a 24/7 period, to the emergency crisis accommodation facility and deliver services for women and children who are experiencing family violence and are accessing Safe Futures Foundation

The Intake Coordinator is required to coordinate the intake of women into the emergency accommodation service and ensure that the units are prepared for occupancy once they are vacated. The position will be required to complete a

comprehensive risk assessments using the Common Risk Assessment Framework (CRAF), develop safety plans and undertake complex case management for women and children.

The role involves work after hours, participation on the on call roster and recall to duty as required. It also involves weekend and public holiday work (including relevant penalty rates and allowances.)

## 4. Key Accountabilities

<b>Duties</b>	<b>Measures/KPIs to be achieved</b>
<ul style="list-style-type: none"> <li>• Undertake high quality psychosocial assessments that identify the immediate safety needs of women and children experiencing family violence as well as inform the intake and risk assessments</li> <li>• Develop case plans for the immediate needs of clients accessing emergency accommodation and support</li> <li>• Manage after hours intake for emergency accommodation and support</li> <li>• Liaise with the Team Leader and Safe Steps regarding vacancies and proposed intake arrangements</li> <li>• Update the Safe Steps statewide vacancy register</li> <li>• Participate in the after hours on call roster for intake to assist families to access emergency accommodation and support</li> <li>• Respond and provide intake afterhours as required.</li> <li>• Provide information, advice and support to women and children who have experienced family violence</li> <li>• Provision of high quality case management for complex needs, including the co-ordination of community and specialist supports, participation in case conferencing and exit planning</li> <li>• Incorporate a strengths based and trauma informed practice approach, and work from a feminist perspective</li> <li>• Liaise with key stakeholders including safe steps and if required Victoria Police, Child Protection, Specialist Services, legal Services, and Health and Medical Institutions.</li> <li>• Preparation of reports including minutes, correspondence and other written documentation meeting professional standards</li> <li>• Work at least one day on weekends and be</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to meeting client targets</li> <li>• SHIP note entries and supporting documents are up to date.</li> <li>• Intake documents uploaded to SHIP</li> <li>• SHIP status updates to be completed by the 5<sup>th</sup> of each month</li> <li>• Record relevant data re intake and vacancies as required</li> <li>• Monitor and review plans:               <ul style="list-style-type: none"> <li>○ Risk Assessment</li> <li>○ Safety Plan</li> <li>○ Case Plan</li> </ul> </li> </ul>

<p>available to work on public holidays</p> <ul style="list-style-type: none"> <li>• Participate in the on-call/recall roster</li> <li>• Ensure coordination of timely cleaning and maintenance of accommodation units</li> <li>• Maintain accurate case notes of clients accepted afterhours for staff on duty the next day</li> <li>• Provide assistance if required and ensure units are prepared to an appropriate standard for occupancy ( made beds, essential supplies etc)</li> <li>• Adhering to DHHS Standards by maintaining adequate data file records, with accuracy, using an electronic platform, the SHIP data base and within the time frames required.</li> <li>• Ensure all services are culturally sensitive and align with the Safe Futures strategic plan</li> <li>• Engage with relevant training and team exercises</li> <li>• To work in the role within an office environment, as part of the Intake and Emergency Response Team</li> </ul>	
<p><b>Program Development</b></p> <ul style="list-style-type: none"> <li>• Liaise and develop effective working relationships with partner agencies and key stake holders providing services and supports to women experiencing family violence and homelessness including Vic police, legal, housing, drug and alcohol, mental health, child protection and other specialist services</li> <li>• Provide input into the development of procedures and guidelines to improve effectiveness of service delivery and contribute towards ongoing program development</li> <li>• Keep abreast of relevant theory, legislative and policy development in family violence</li> <li>• Participate and contribute to organisational change process</li> </ul>	<p><b>Measures/KPIs to be achieved</b></p> <ul style="list-style-type: none"> <li>• Participate in all of staff meetings and planning days</li> <li>• Contribute to development of strategic plan</li> <li>• Participate in all of staff professional development</li> </ul>
<p><b>Team Work and Communication</b></p> <ul style="list-style-type: none"> <li>• Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures</li> <li>• Communicate with all staff and program areas and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation</li> <li>• Participate in and contribute to team and 'all staff' meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in team meetings and supervision</li> <li>• Student supervision</li> <li>• Participate in client reviews, handover and reflective practice</li> </ul>

<ul style="list-style-type: none"> <li>• Participate in regular supervision and performance appraisal</li> <li>• Share knowledge and resources across staff team</li> <li>• Assist and support team members to achieve client outcomes</li> <li>• Reflect and analyse complex situations with staff team for workable solutions and options</li> </ul>	
<p><b><i>Occupational Health and Safety</i></b></p> <ul style="list-style-type: none"> <li>• Comply with all OH&amp;S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required</li> <li>• Assistance in the maintenance of a clean, hazard free work environment</li> <li>• Follow workplace procedures for accident/incident reporting.</li> <li>• Maintain clear and appropriate personal and professional boundaries with colleagues, clients and stakeholders</li> <li>• Ensuring financial accountability requirements are adhered to</li> <li>• Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors</li> <li>• Practice in accordance with child safety standards and reportable conduct guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• 100% completion of mandatory competencies</li> <li>• Risks identified, documented and managed</li> <li>• All OH&amp;S risk and injuries to be reported on the risk register, TICKIT</li> <li>• Major and non major client incidents reported in accordance with DHHS client incident management guidelines and Safe Futures policy.</li> </ul>
<p><b><i>Information Management</i></b></p> <ul style="list-style-type: none"> <li>• Adhere to relevant record management systems and comply with relevant Privacy Legislation</li> <li>• Ensure record keeping is in line with quality, auditing and accreditation standards</li> <li>• Maintain program administrative requirements including maintenance of comprehensive case notes,</li> <li>• Provide internal reports to the team leader</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of and records are kept and maintained up to date at all times</li> </ul>
<p><b><i>Other Duties</i></b></p> <ul style="list-style-type: none"> <li>• Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.</li> </ul>	

### ***Pre-Existing Injury***

- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

### ***Immunisation***

- Consider appropriate levels of immunisation in accordance with Safe Futures Foundation workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

### ***Mandatory***

- Police check
- Working with Children's Check

### **Other Information**

- Salary packaging is offered within prescribed guidelines
- All staff and volunteers must abide by a code of Conduct.

## **5. Key Selection Criteria/ Position Requirements**

<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• A tertiary qualification in Social work, Psychology, Behavioural Sciences or related discipline</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Experience working in the Family Violence sector.</li></ul>
<b>Previous Experience</b>	<b>Essential</b> <ul style="list-style-type: none"><li>• An understanding of relevant theories and practice frameworks that relate to Family Violence, therapeutic interventions, case management and support services</li><li>• Case Management Experience working with women and children with complex needs and risk issues in any of the following areas: family services, child protection, family violence, disability, mental health, housing and /or drug and alcohol</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Experience in delivery of responding to women and children experiencing Family Violence</li><li>• Knowledge of the CRAF (Common Risk Assessment Framework)</li><li>• Knowledge of working with vulnerable communities, in particular ATSI, CALD and LGBT</li></ul>

<b><i>Required Knowledge and Skills</i></b>	<p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• Highly developed organisational skills</li> <li>• Excellent communication and interpersonal skills</li> <li>• Demonstrated knowledge, experience and skills in, intake and assessment, risk identification and management, case planning, service provision, safety planning, managing a case load and client advocacy</li> <li>• Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives, identifying and progressing workable solutions, implements and evaluates outcomes</li> </ul> <p><b><i>Desirable</i></b></p> <ul style="list-style-type: none"> <li>• Proven ability to function both independently and as part of a team</li> </ul>
<b><i>Personal Attributes &amp; Values</i></b>	<ul style="list-style-type: none"> <li>• Team player and collaborative</li> <li>• Solution focussed</li> <li>• An ethical and professional approach to practice</li> <li>• Strong communicator</li> <li>• Time management and organisational skills</li> <li>• Self manages and able to identify self care strategies to reduce stress and manage vicarious trauma</li> <li>• Seeks guidance and support from manager when required</li> <li>• Self motivated to seek out information, supports and resources</li> </ul>

***Employee Position Declaration***

I have read and understood the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

***Employee Signature:***

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***Print Name:***

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***Date:***

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