

Position Description

Title:	Intake Assessment and Triage
Position Number:	20605
Agreement Coverage:	RASA Enterprise Agreement 2019
Classification Level:	Grade 4
Team:	Western Intensive Family Support
Reports To:	Manger, Walking Together Western Intensive Family Support
Primary Location:	Hindmarsh

Primary Objective

The Intake Assessment and Triage position in Western Intensive Family Support Service (Western IFS 'Walking Together') receives referrals from the Department for Human Services Child and Family System Network, provides day to day liaison with that Network and is the initial contact with referred clients for intake and risk screening. The Intake, Assessment and Triage position will triage client referrals and assist clients to identify issues and work closely with the Manager and Western IFS Case Managers to facilitate appropriate and timely allocation of clients and referral to appropriate services.

The Intake Assessment and Triage will work directly with families to deliver high quality screening, assessment, case planning and coordination of interagency support services. The Intake, Assessment and Triage works closely with *Walking Together* team members across the Western IFS consortia of organisations to ensure close collaboration, appropriate referrals and timely services.

The Intake Assessment and Triage assists clients through the provision of information about the Western Intensive Family Support Service (W IFS) and other available service options including referral to relevant community programs and resources, parenting advice and case management of presenting issues where appropriate. The Intake, Assessment and Triage position provides continuity of support to clients during the course of WIFS engagement by assisting the Case Managers with client liaison and referral matters.

Position Responsibilities

- Provide responsive frontline telephone and face to face case management assistance and referral to clients seeking information and support from Western Intensive Family Support Service
- Coordinate initial telephone or face to face triage for families and children in the Western IFS
- Conduct universal screening and risk assessment of issues such as family and domestic violence and child safe concerns as required by RASA using a child-centred whole of family approach.

- Identify and respond to relevant family and child safety issues and assist clients to access relevant assistance.
- Provide initial case management services to families and children to ensure proactive support for families by timely provision of case management activities.
- Provide assertive outreach to engage referred families.
- Provide evidence-based practice and effective case management interventions using a range of validated tools for assessment of current family risk and functioning and guided by the principles of Solution Based Casework (SBC) to assess and support both family-level and individual-level challenges.
- Ensure interagency collaboration is well established for each new family referred to Western IFS.
- Support communication with clients through a range of innovative technologies.
- Work collaboratively with interagency consortia partners and conduct regular client service reviews of allocated clients.
- Attend Child and Family System Network meetings and forums.
- Support the development of referral and triage processes across the DHS Intensive Family Support System as part of the IFS network of providers.
- Undertake child focused and trauma informed case management with vulnerable and complex families in collaboration with WCFARN core partners and key interagency stakeholders.
- Work closely with the Manager to ensure timely allocation of cases.
- Provide case-management support assisted through a range of innovative technologies.
- Contribute to the efficient functioning of the Western IFS through use of client information and management support systems and technologies.
- Monitor and review service delivery data of allocated clients to ensure quality outcomes and the efficient use of funding.
- Work collaboratively as a member of the team to ensure effective coordinated case management, establish effective referrals, improve case management strategies and participate in individual and team-based learning and supervision.
- Develop and maintain interagency relationships and networks and represent Western IFS and meetings
- Be proactively accountable for own work through regular participation in supervision, up-to-date calendar and data entry record keeping of services provided through the Penelope client information system and Outlook calendar.
- Seek appropriate cultural and practice support from the Practice Manager Family Led Decision Making.

Qualifications and Experience

Essential

- Tertiary qualifications (AQF level 7) in Social Work, Psychology, Counselling, or Social Services or less formal qualifications with three or more years of relevant experience.
- Experience working with children and parents dealing with the impact of trauma caused by violence, abuse and neglect, and co-morbid factors of alcohol and substance misuse, mental health challenges.
- Experience in assessment, risk screening, case planning and review.
- Experience in collaborative case management and effective interagency liaison.
- Experience in delivering services to children and families at risk of entering the child protection system.
- Experience in providing collaborative case management and working with interagency networks supporting children and families at risk.

- Experience working with families with infants and young children including families from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse backgrounds.

Desirable

- Further qualifications in Case Management, Social Work, Psychology or related disciplines.
- Experience in program development, client outcomes monitoring and reporting.

Skills, Knowledge and Abilities

- Substantial knowledge of child protection, child development and parenting.
- Ability to use strengths-focused partnership approach to work with referred families.
- Sound interagency liaison and negotiation.
- Skills to work collaboratively with other services and community supports.
- Ability to be flexible and responsive to family needs.
- Up to date knowledge of family relationship services provided by a range of organisations in order to make referrals to these services.
- Knowledge and skills in case management and responding to complex needs and clients in crisis.
- Ability to understand and explain RASA's work practice and policies to clients in an appropriate manner.
- Work under general direction from senior employees and undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results.
- Excellent communication and interpersonal skills to gain the co-operation of clients and staff.
- Understanding of all areas of technology to enable the provision of advice and assistance when non-standard procedures/processes are required.
- Intermediate skills in Microsoft Word.
- Skills and experience using a Client Information System.

Requirements

- Current valid driver's licence.
- Own vehicle for use during working hours.
- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.
- Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing program needs.

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

Direct reports

N/A

Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

- Diversity** We believe that human diversity contributes to a rich and vibrant society.
We recognise the importance of culture in the lives of individuals and value cultural diversity.
We believe in each person's expression of their spirituality and the importance of all religions.
We respect the diversity of relationships between and in individuals, families and communities.
- Respect** We believe in the unique and innate worth of all individuals.
We value the right of all people to live in safety and be treated with respect.
We support an equitable, just and non-discriminatory society.
We believe in the importance of living in harmony with our environment.
- Belonging** We recognise the importance of a sense of connection and belonging in people's lives.
We value the importance of caring and loving relationships for couples, families, kin and friends.
We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.
- Learning** We believe that people should have the opportunity to learn and change throughout their lives.
We value people's right to make choices and learn from their experiences.
We believe in the importance of working and living together and learning from each other.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:
