# Position description

# Intake and Engagement Support

# Para-professional

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| **Job family** | Specialist and Professional Services |
| **Workforce capability framework level** | SCHADS award Classification 3 |
| **Reporting to** | General Manager Marketing and Engagement |
| **Directly supervising** | Not applicable |
| **Date prepared** | February 2024 |

## Position purpose

This position works across the scope of the whole organisation and provides a centralised intake and planning function. This position works with service participants (existing and new) and their support networks to link them with MDS services and activities, support staff and the wider community. This role is hands-on focusing on the development, delivery and execution of actioning new enquiries and converting into new business. This involves the practical application of experience working with people with an intellectual, physical and / or psychosocial (mental health) disability and knowledge of the organisation and the wider community.

## Strategic core requirements

| **Key responsibility areas** | **Capability requirements** | **Key performance measures** |
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| **Sector and organisation purpose and values** | * Working knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability. * Aligns with sector and organisation approaches and values. * Understands the strategic directions of MDS * Promotes and market’s MDS service offerings. * An understanding of NDIS/NDIA and the impact on the sector | * Behaves in alignment with the MDS values * Has an understanding of the business offerings and services, organisation strategy, wider disability sector and the local community. * Provides advice and support to participants (internal and external) in line with MDS’s purpose, values and operational needs. Participates in Operational planning meetings and reporting. * Attracts new business and actively contributes to MDS growing in the NDIS implementation |
| **Leadership and teamwork** | * Works closely with other team members within the department and across the organisation including higher level roles, sharing knowledge and information. * Works closely with NDIS Navigator to achieve targets and meet goals. * Participates in professional team meetings. * Plans and schedules own work independently. * Monitors progress against work plans and required outcomes and takes appropriate corrective action. | * Coaching, mentoring and support is provided to all staff in person centred principles and planning tools such as keeping in touch, and sector information. * Works well within team environments or independently * Plans and prioritising own workload to meet timeliness and quality requirements. * Develop and maintains a network of contacts in stakeholder (internal and external) and community organisations appropriate to the role. * Achieves good performance outcomes |
| **Communication** | * Effectively handles complex, sensitive issues and collaborates with other work areas. * Uses positive engaging techniques and adapts own style to needs of other person. * Has a sophisticated level of verbal and written communication skills. Drafts and liaises on written work; prepares weekly Intake reports and data for monthly reports. * Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. * Has a network of relevant contacts in other work areas. | * Completes meetings with participants and their family, carers and significant others, gathering personal information to formulate person centred plans, goals and complete initial risk assessments (care plan/risk profile). * Utilises IT / Digital technology as appropriate * Works with all disability types adapting communication to fit the individual support needs. * Communicates effectively with internal customers in the organisation and relevant external stakeholders. * Establishes relevant internal and external networks.   Attends site tours/information sessions, expos and general meetings/events for identified target groups |
| **Customer relationships** | * Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations, to link into relevant services and to identify personal goals. * Develops working relationships with other work areas to assist in customer service. * Maintains confidentiality and understands diversity. * When required, involves more experienced staff in the more sensitive or serious matters. * Develops working relationships with stakeholders (including families, carers and significant others) | * Liaises effectively with internal and external customers. * Adopts a practical and effective approach to providing services to participants / customers. * Develops a practical knowledge of recovery principles in the context of psychosocial disability. * Exercises judgement about requests and acts appropriately or escalates to Program Managers / Coordinators where necessary. |
| **Personal accountability** | * Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. * Recommends changes to procedures and quality standards for own and other work areas. * Analyses and mitigates risk. * Ensures appropriate use of resources. * Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing. * Develops the capability to promote and market service offerings. | * Complies with safe work practices for self, including adopting a proactive approach to risks and hazard control and minimisation. * Researches and develops understanding of relevant internal and external standards and policies that impact on the role. * Identifies and suggests opportunities for improvements to work practices. * Uses appropriate judgement in relation to allocation and use of resources. * Demonstrates the appropriate behaviour and communication with customers and stakeholders. |
| **Innovation** | * Identifies opportunities for innovation. * Adopts a creative and resourceful approach. * Takes personal responsibility for continuous improvement and quality in own work. * Is a creative thinker | * Makes recommendations and assists in the development of practice based on experience and contact with internal and external stakeholders * Thinks outside the square. |
| **Experience and qualifications** | * A relevant tertiary qualification and/or equivalent knowledge and experience across all disability types * NDIS Worker Orientation Module * Intermediate skills in Microsoft Office applications * Undertakes regular professional development. * Current driver’s license and comprehensively insured car * Current Working With Children Check | * Shows commitment to ongoing professional development. * Attends appropriate development activities for role. |

## Functional requirements

| **Key responsibility areas** | **Capability requirements** | **Key performance measures** |
| --- | --- | --- |
| **Person centred knowledge and application** | * Develops understanding of the principles and applies knowledge of the range of individual choices, goals and aspirations; the process of collaborating with individuals to identify these; the process of developing plans which involve multiple services and networks of support. * Initiates person centred tools and processes for use by self, participants and staff. * Assists with the implementation and review of person centred tools within service offerings. | * Uses and provides feedback and suggestions on intake and planning tools * Researches and builds own knowledge of resources and practice. * Identifies needs and issues for own professional development. * Participates in coaching and mentoring opportunities. |
| **Service delivery** | * Engages with participants to gather required information to assist in identifying appropriate supports, services and care needs. * Assists with establishing links for the delivery of more complex disability support which can involve multiple service offerings/programs. * With necessary guidance, refers a person appropriately and able to advocate for the person if required. | * Responds to initial intake enquiries for new participants and works with existing participants to identify individual goals, relevant supports and complete initial risk assessments (care plan/risk profile). * Efficiently manages appointments. Conducts meetings with participants and families / carers and other staff as applicable. * Appropriately records progress and agreed outcomes and actions. * Seeks guidance to achieve appropriate internal referrals or to other services. |
| **Service outcomes, developments and evaluation** | * Completes feedback activities with participants using specific tools to measure progress and to adjust support provided to the person. | * Seeks feedback directly from participants on their satisfaction of service / participation and provides this feedback to Program Managers |
| **Participation and inclusion** | * Works with participants to identify opportunities to increase individual goals and choices | * Has knowledge across all life learning areas (eg accommodation, equipment, family support, recreation, community, employment and education) |
| **Community engagement and education** | * Develops capabilities and assists in the implementation of community knowledge sharing, training and coaching activities and plans. * Assists in identifying and assessing needs. * Assists in developing and maintaining networks of community organisations and volunteers. * Excellent customer service engagement skills | * Establishes appropriate links to other professionals in the organisation and in the community. * Participates in community events, networking opportunities and representing MDS at expo’s/events/site inspections. * Participates in knowledge sharing with MDS staff * Supports clients in accessing the relevant contacts and community connections. * Responds to needs expressed by the client, making recommendations and suggesting solutions. |
| **Reporting, documentation and administration** | * Prepares case notes and plans. * Effectively uses technology; captures necessary data. * Ensures preparation for meetings | * Reports and documents files appropriately * Makes appropriate recommendations * Follows procedures in relation to files, data, clinical information records and tracking converted/confirmed service agreements * Develops and maintains Enquiry Log on behalf of Marketing and Engagement team. * Insures Alayacare (CRM) is continually updated and accurate for all new intake participants. |

KPI’s

1. That the role have a KPI set of response to an enquiry being next business day;
2. That the role coverts minimum 80% of suitable enquiries to new participants in MDS;

That the role actively contributes to the Marketing and Engagements over all monetary KPI and Strategic Pillars