

## Position Description

**Role/Department:** Intake and Assessment Officer

**Role reports to:** Coordinator

**Classification/Level:** 3 (SACS 3)

**Location:** Port Macquarie

Our Vision and Organisation's Purpose	
Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.	
Position Summary and Purpose	
Provide first point of contact to homeless or potentially homeless people in the community. Assist in the redirection of client to the appropriate services to support the client on a medium to long term basis.	
Reporting lines and stakeholder relationships	
<p><b>Internal</b> Work closely with MNC Supporting and Securing Tenancies service (SST) and New Horizons services. Interacts with employees across the organisation</p> <p><b>External</b> Liaises with service providers, government agencies, consultants, health professionals, family members/guardians and community members</p>	
Key Result Areas	1-5
<ul style="list-style-type: none"> <li>Provides a 'No wrong door approach' to clients entering New Horizon offices</li> <li>Manage the intake of referrals</li> <li>Undertakes assessment of clients to determine eligibility for SST service or other New Horizons services</li> <li>Make referrals on behalf of the clients to other Specialist homelessness services, if ineligible for the SST service or other NH services</li> <li>Engage in rapid rehousing principles, when a client presents as homeless</li> <li>Gain support from agencies to assist in the delivery of services to allocated clients</li> <li>Provide follow up to clients post housing</li> <li>Develop strong working knowledge with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in program outcomes.</li> <li>Participate in and implement all continuous quality improvement actions within the service to ensure compliance with funder's requirements, Disability Service Standards and Mental Health Service Standards.</li> <li>Support Case workers manage brokerage for clients in line with FACS brokerage guidelines.</li> <li>Provide clear accounting records of brokerage payment to Finance department in a timely manner</li> <li>Document clear and concise records, submit reports as required, undertake administrative tasks and projects as allocated</li> <li>Utilise client funds in a manner that assists consumers achieve their goals and is within program and organisation guidelines</li> <li>Demonstrate and promote safe and healthy work practices</li> </ul>	
Key Competencies	
<ul style="list-style-type: none"> <li>strong communication and interpersonal skills</li> <li>strong judgment and problem-solving skills</li> </ul>	

- stress tolerance
- strong planning, time management and organising skills
- demonstrated ability to work independently and as part of a team
- physically fit with the capacity to lift 10 kilograms unassisted

#### **Skills/Knowledge/Experience – Essential & Desirable**

- Demonstrated experience in working with people homeless or at risk of homelessness
- Demonstrated experience is client assessment, including determining risk, duty of care and program suitability
- Sound knowledge of and experience in coordinating with local services
- Capacity to relate to people from differing cultural backgrounds
- Well developed understanding of work health and safety practices
- Well developed communication and prioritisation skills
- Police Check/Criminal History Check
- Working with Children Check
- Certificate IV in Administration
- First Aid certificate
- Current drivers licence