

## Position Description

<b>Title:</b>	Intercountry Adoptee and Family Support Service (ICAFSS) Triage and Intake Officer
<b>Position Number:</b>	20608
<b>Agreement Coverage:</b>	RASA Enterprise Agreement 2019
<b>Classification Level:</b>	Grade 3
<b>Team:</b>	ICAFSS
<b>Reports To:</b>	Manager Post Adoption Programs and Time for Kids
<b>Primary Location:</b>	Adelaide

### Primary Objective

The role of the ICAFSS Triage and Intake Officer is to be the first response to web, 1800 phone, telehealth and in-person enquiries for the national ICAFSS. The Intake Officer will complete trauma triage, which involves first level screening, engagement, and specialised intake with new clients who contact ICAFSS.

This role provides a frontline adoption related specific engagement. The Intake Officer receives client enquiries, screens clients into appropriate RASA services, provides information and initial telephone support, and conducts specialised intake. They may warmly refer clients with highly complex issues directly to another RA service, depending on the state they are calling from, and/ or to other practitioners or external services. They also provide continuity of support to clients during the course of their engagement with ICAFSS by assisting counsellors with client liaison and referral matters.

### Position Responsibilities

- Provide holistic, trauma-informed and responsive frontline triage, intake, support and referral to clients seeking to access ICAFSS services
- Coordinate and conduct initial telehealth/telephone or web based intake for individuals referred via agencies, internal staff and self-referrals
- Identify and respond to immediate client needs and safety issues in consultation with the Practice Leader and/or Manager
- Facilitate access to services through intra- and inter-agency referral, liaison and provision of case management support
- Contribute to providing disability accessible and culturally responsive services.
- Work closely with the Practice Leader and other National ICAFSS team members to ensure timely allocation and prioritisation of cases
- Work collaboratively as a member of the team to ensure effective ongoing client engagement, case coordination, and referrals
- Participate in individual and team-based learning and supervision

- Be proactively accountable for own work through regular participation in supervision, up-to-date calendar, data entry and appropriate record-keeping through the Penelope client information system and Outlook calendar
- Utilise the RASA Telehealth platform to increase client access
- Seek appropriate cultural and practice support from Practice Managers.

## **Qualifications and Experience**

### Essential

- Tertiary qualifications: a degree (AQF level 7) in Social Work, Psychology, or Social Sciences OR a Diploma (AQF level 5) in Counselling, Community Services, Youth work, or Mental Health with demonstrated relevant experience
- Experience working with individuals dealing with the impact of trauma caused by abuse, violence, childhood trauma, neglect and crime
- Experience in provision of trauma informed services for clients with complex needs.

### Desirable

- Experience in holistic screening, assessment, referral and advocacy, case management and crisis work in the community services sector.

## **Skills, Knowledge and Abilities**

- A sound understanding of the effects of childhood trauma, particularly related to abuse, neglect, violence and institutional care and associated ongoing impacts for adopted individuals and their families.
- Sound knowledge of the needs of people living with disability and the impact on their lives
- Cultural competency in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse families
- Knowledge and skills in holistic screening, triage and intake when responding to trauma presentations and complex needs
- Ability to confidently conduct interagency liaison and negotiation
- Skills to work collaboratively with other services and community supports.
- Ability to be flexible and responsive to presenting needs
- Up to date knowledge of the disability and community services sectors in South Australia in order to make referrals
- Ability to be calm and respond well to crisis
- Ability to understand and explain RASA's work practice and policies in an appropriate manner to effectively engage clients and stakeholders
- 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 Working with Children Check
- 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.

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

## Acknowledgement

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

Employee Name:

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Signature:

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Date:

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