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Role description

Role Title	Intake Worker
Team	Youthlink
Location	Slacks Creek
Classification Level	3
Reports to	Program Manager - Youthlink

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The purpose of the Youthlink Intake Worker is to assess the suitability and eligibility of referrals coming into the program. You will be the first contact for referrals into the YFS Youth services. In this role you will liaise with families, community stakeholders, schools and Government Departments. You will also assist with redirecting referrals to other YFS Youth services and Programs in the Logan/Redlands community.

The Youthlink program provides tailored coaching services to achieve these key outcomes for young people aged 12 to 21 years:

- positive relationships with their family, friends and the community
- engagement in education, training and/or employment
- healthy and violence free lives
- safe and stable places to live.

Key accountabilities

Service delivery

- Provide to young people, Government Departments and community stakeholders a purposeful, tailored and responsive service response.
- Screen and assess referrals and their suitability to the YFS Youth Services.
- Work with parents, young people, school staff and other relevant agencies to provide client services.
- Ensure timely and open communication, undertake meetings with clients and other key contacts and prepare written communications, including correspondence and short reports as required.
- Respond to and liaise with the Youth Development Coaches, Senior Youth Development Coaches and Program manager.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Ability to learn in case management at YFS.
- Demonstrated ability to work effectively with a range of stakeholders (young people and families, education providers, community practitioners and specialist clinicians).
- Demonstrated knowledge and understanding of the factors contributing to young people disconnecting from family and community or disengaging from education, training and/or employment.
- Demonstrated high level communication (verbal and written) and organisational skills.
- Ability to relate to clients and their families from diverse cultural and socio-economic backgrounds.
- Team work skills with the ability to contribute to a productive and harmonious team environment.
- Refer to the level 3 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.