








Role description

Role Title	Intake and Support Worker
Team	Intensive Family Support
Location	Jimboomba
Classification Level	4
Reports to	Program Manager – Intensive Family Support

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

This role supports the IFS team by undertaking intake processes, including waitlist management and 'active holding' tasks. This role assists the Program Manager and Child & Family Practitioners as requested in back-up tasks and with administration tasks.

Key accountabilities

Service delivery

- Monitor incoming referrals and use professional judgement to screen for in-scope program suitability and eligibility.
- Process new referrals and manage them in accordance with the SRS ARC database protocols.
- Gather additional information for referrals to support decision making regarding family risks.
- Work closely with FFT-CW Resource and Administration Worker to support FFT-CW program intake.
- Complete wait list calls and 'active holding' telephone support whilst linking families into supports and services as needed.
- Active on-going risk assessment using evidence informed professional judgement in accordance with Child Safety standards.
- Conduct unannounced home visits to assess motivation to engage with IFS Supports.
- Field program enquiries from internal and external service providers.
- Support Program Manager with administrative tasks as required.
- Support Child & Family Practitioners as a second as requested by the Program Manager.
- Support client families to link with services as part of their case management plans.
- Transfer IFS referrals from ARC as per direction from Program Manager.
- Complete Principal Child Protection Practitioner enquiries to support child protection decision making as instructed by Program Manager.
- Complete family assessments as directed by Program Manager.
- Prepare session resources for family visits, including sourcing and procuring resources.
- Obtain family exit feedback.

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 equivalent knowledge and experience are essential.

Knowledge and experience specific to the role

- Demonstrated high-level experience in data entry and electronic data collection systems.
- High level understanding of evidence informed risk assessment.
- Ability to apply trauma-informed practice to family work including strategies to help clients respond to the impacts of trauma and disadvantage.
- High level knowledge and practice expertise to judge and assess available research and standard client service delivery situations and problems, and to recommend appropriate solutions.
- Effective written communication skills to write correspondence and prepare short reports.
- High level organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Team work skills with the ability to contribute to a productive and harmonious team environment
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Work out of hours when required to respond to client needs (e.g. to assist with before and after school routine and engagement with weekend events)
 - Current Queensland C Class driver licence
 - Current First Aid Certificate, or ability to obtain
 - Current Positive Notice Blue Card
 - Current National Police Check.
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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.