



## **POSITION DESCRIPTION**

### **Intake and Referral Officer/Receptionist**

<b>Position Title:</b>	Intake and Referral Officer/Receptionist
<b>Reports to:</b>	Operations Manager
<b>Responsible for:</b>	The Intake and Referral Officer/Receptionist is responsible for managing the Weave Intake process, managing the reception and general office environment, and for providing administrative and operational support.
<b>Location:</b>	Weave Youth and Community Services, Cnr Elizabeth and Allen Streets, Waterloo
<b>Employment Details and Remuneration:</b>	
<b>Employer:</b>	Weave Youth and Community Services
<b>Hours:</b>	4 days per week (28 hours per week)
<b>Status:</b>	Part time contract - all positions at Weave are dependant on continued funding
<b>Award:</b>	Social Community Home Care and Disability Services Industry Award 2010 (SCHCADS)
<b>Grade:</b>	SCHCADS SACS Level 3 Paypoint 3.1 - 3.4 \$31.98 - \$34.75 per hour depending on qualifications and experience
<b>Benefits:</b>	Superannuation @ 9.5% and leave loading @17.5% plus generous wage packaging/salary sacrifice available

### **SUMMARY OF POSITION:**

The Intake and Referral Officer/Receptionist is a key role in the organisation and is responsible for managing the Referral and Intake process, managing the reception and general office environment, and for providing administrative and operational support as required.

The Intake and Referral Officer/Receptionist is required to take referrals by phone and in person, and ensure the referral process is followed through and completed in a timely, sensitive, trauma informed, supportive and professional manner. The Intake and Referral Officer/Receptionist role engages, screens, assesses, refers, provides brief interventions and coordinates care for Weave clients. Managing the Intake process in its entirety is an integral part of this role.



The Intake and Referral Officer/Receptionist is responsible for managing Weave's reception area including drop-ins, visitors, phone calls and enquiries. The person in this role ensures the general office environment remains clean and tidy at all times, and that the office is running smoothly and efficiently.

The Intake and Referral Officer/Receptionist provides full support to our busy operations function and will assist to ensure the organisation is running effectively. Providing administrative support across Weave sites is a key duty of this role. The Intake and Referral Officer/Receptionist will work closely with Senior Management in a supporting role as required.

## **KEY RESPONSIBILITIES:**

### **Intake**

- Taking referrals and managing the Intake process in its entirety, including the administrative aspects is a key responsibility for the Intake and Referral Officer/Receptionist
- Take referrals for new clients over the phone and in person
- Prepare for and host Weave's weekly Intake Meeting
- Ensure all referrals are managed professionally and new clients are allocated to an appropriate person and/or program
- Research appropriate referral onwards options for clients Weave cannot assist
- Refer all clients onwards as required
- Maintain the database of agencies for onward referral
- Maintain intake data collection systems (e.g. forms, database) and ensure Weave's client information management system (DEREK) is updated with new clients and clients referred on as required
- Collaborate with management to continuously review the Intake process and suggest improvements as necessary

### **Reception**

- Answer phone calls and manage a busy switch
- Oversee phone programming
- Ensure phone and drop-in messages are forwarded and managed appropriately
- Meet and greet all visitors and ensure they get the assistance they need
- Mail/courier distribution and collection
- Oversee the activities and manage the behaviour of young people and others in drop in/reception area
- Maintain a clean, tidy and professional office, including the kitchen and bathroom spaces, drop in and noticeboards



## **Office Coordination**

- Manage office consumables across all Weave sites (ordering stationery supplies and services)
- Maintain supplier relationships
- Maintain and arrange service of all office equipment across Weave sites
- Monitor and maintain office security procedures
- Manage and oversee day to day operations including room and vehicle bookings, staff access to calendars, updating staff contact list
- Assist Operations Manager to manage facilities and address WHS and building maintenance issues across Weave sites
- Office fire warden - ensure fire drills are conducted and fire extinguishers are maintained as required
- Nominated First Aid Officer – administer first aid to sick and injured persons in accordance with Weave's First Aid Policy; ensure first aid qualifications are current and maintain Weave first aid kits
- Maintain office registers (keys, Birth Certificates etc.)
- Maintain and manage file archives and Weave storage space
- All other administrative duties as required

## **Administrative Support**

- Produce and maintain office standard forms and templates as required
- Maintain the Weave Information Portal (WIP) and accreditation source folders ensuring version control
- Assist Operations Manager with preparation for accreditation audits
- Maintain policy and procedure register and inform relevant staff of policies and procedures due for review; maintain staff register of policies read
- Copy edit updated policies
- Provide administration support to Senior Management as required

## **GENERAL RESPONSIBILITIES OF ALL WEAVE STAFF:**

- Work as part of the wider Weave team displaying effective team membership.
- Participate in Weave staff meetings, retreats, planning days, training and performance appraisal as required.
- Perform all duties in accordance with the Weave Code of Conduct and Weave policies and procedures.
- Maintain a commitment to EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure that Weave is a warm, inviting and hospitable environment for everyone to be. Treat people like you would if they were guests in your home.
- Notice when things are untidy and clean up as needed.



- Make sure all visitors to the centre are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly.
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the job descriptions of all staff.
- Expectations of workers roles can change according to the needs of the community and available resources.

## **SELECTION CRITERIA**

### **Skills and attributes**

- Highly developed time management and organisational skills demonstrating attention to detail and the ability to prioritise and complete tasks in a timely manner
- Ability to work independently and use initiative
- Strong analytical and problem-solving skills
- Strong communication skills, both verbal and written
- Demonstrated interpersonal and relationship building skills (great “people person”)
- Ability to manage challenging behaviour
- Resilience, and strong emotional intelligence
- Ability to work as a team member and with a high degree of autonomy
- Friendly, positive and non judgmental outlook
- Common sense and excellent sense of humour

### **Qualifications, experience and mandatory requirements**

- Relevant tertiary qualification/s in Social Work, Community Services, Youth Work or Social Sciences
- Prior experience in an intake/reception role and front line therapeutic client support
- Solid Mac and PC skills, MS Word, Outlook, PowerPoint, Excel
- Knowledge and understanding of relevant referral pathways to health, education, employment, recreational, cultural, housing, mental health, legal, drug and alcohol and other support services
- Demonstrated experience working with Aboriginal people and communities
- Understanding of and ability to work in a trauma informed, strength based, person centred, culturally safe way
- NSW Working with Children Check
- Driver's License