



## Youth Intake Worker

### Position Description

### Youth Services



**Stage:** Issued  
**Version:** 2.005018  
**Issued:** 20/04/2015  
**Next Review:** 18/02/2016



<b>Position Title:</b>	Youth Intake Worker
<b>Location:</b>	Quantum Support Services â€” Morwell Office.
<b>Hours of Duty:</b>	As per Employment Agreement.
<b>Duration:</b>	The period of employment is dependent upon ongoing funding.
<b>Position Funding:</b>	Funding is provided through the Department of Human Services and through the Department of Families, Housing, Community Services and Indigenous Affairs.
<b>Salary:</b>	Salary & conditions are as per the QSS Enterprise Agreement 2007 and based on the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
<b>Classification:</b>	Level 6

## Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

### Our Vision

Quantum Support Services vision is to improve lives.

### Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

### Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

#### Respect:

Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination

#### Integrity:

Quantum values being ethical and professional in our conduct

#### Empowerment:

Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

## Primary Position Objectives:

- Provide Intake function for Youth and Adolescent Services including assessment of referrals for Finding Solutions, Adolescent Support Service, Reconnect, Youth Justice Community Support Service, Leaving Care and the Youth Homelessness Service. Provide a â€œfirst pointâ€ of contact for clients referred to these services.
- Maintain internal client databases \ waiting lists for Youth Services. Maintain client caseload data and report to Team Leader, Youth Services and the Team Leader Youth Homelessness Service on caseload capacity and allocation waiting lists.
- Provide short term interim service / support to clients where appropriate.

## Duties and Responsibilities:

### Intake Worker Responsibilities

- Ensure that all referred clients of QSS Youth Services receive a timely assessment of their referrals in accordance with Agency funded service criteria and in accordance with QSS program policy and guidelines. Inform referring bodies of the outcome of the assessment and service wait times.
- Maintain existing internal client referral and allocated services data, including wait list data.
- Coordinate initial assessment, allocation and service delivery caseloads across teams and report allocation availability to Team Leaders for caseload allocation.
- Assist Team Leaders to prepare reports as required for QSS, the Department of Family and Community Services and the Department of Human Services with statistical and service data as requested.

### **Service Delivery**

- Hold responsibility for a small client load within the Youth Services stream.
- Liaise extensively with local organizations such as secondary schools, the Department of Human Services, Centrelink, other non-government agencies and schools etc in order to promote these as key sources for referrals to the program.
- Ensure services provided are relevant and accessible to marginalized groups within the community, such as indigenous young people or people from a Non-English speaking background.

### **Community Development & Networking**

- Participate in community development by disseminating information to other agencies, community groups, local governments and other relevant services.
- Work co-operatively with other agencies in maintaining an effective service delivery system for clients who are at risk of: becoming homeless, significant family breakdown, or becoming involved with child protection or Youth Justice.
- Work co-operatively with other agencies in maintaining an effective service delivery system for clients, including regular attendance at relevant meetings, other forums locally and regionally.

### **Agency Participation**

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management.
- Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
- Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.

### **Administration**

- Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.
- Carry out necessary administrative tasks, including:
  - Compiling workers or other reports on a monthly basis or as requested.
  - Daily & monthly collection of data for both internal and external purposes.
  - Completion of relevant forms in accordance with QSS policies and procedures.
  - Performing tasks such as filing & correspondence.
  - Maintaining accurate records.
  - Maintaining Case Files within the guidelines of the QSS Service Delivery Manual.

## General

- Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and QSS Line Management.

## Occupational Health and Safety

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and QSS policies and procedures.

## Key Selection Criteria:

### Intake Worker Functions

1. Demonstrated experience and skills in intake assessment processes.
2. Demonstrated experience in youth services sector with a particular emphasis on child protection, youth justice and homelessness.
3. Demonstrated excellence in communication and interpersonal skills, which can be appropriately used when working with clients, families, colleagues, government departments and community organisations.

### Service Delivery

1. Understanding of the social & political issues impacting on young people who are homeless or at risk of homelessness.
2. Understanding of Child Protection matters and relevant legislation.
3. Demonstrated experience and knowledge of case management practice and theory.
4. Previous experience in related work with the client group which demonstrates the ability to engage young people and their families.
5. Demonstrated capacity to deliver culturally sensitive practices in working with the client group.
6. A commitment and ability to create strong links with appropriate service networks and an understanding and knowledge of the available resources in Gippsland.
7. An understanding of team responsibilities and dynamics, and the skills required to be an effective team member.

## General

1. Competent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.

## Mandatory Requirements:

- Appropriate tertiary qualifications and / or experience relevant to this position.
- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

## Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support

Services, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working with Children Check.

- The successful applicant is required to comply with the policies of Quantum Support Services Inc.
- A current Victorian driver's license is required, that is not at risk of being cancelled.
- This position description is subject to an annual review.

### Accountability:

The position is accountable to the Supervisor (Team Leader Youth Services) and QSS Line Management.

### Internal Files/Links:

[Eziway Salary Packaging](#)

other - human resources

### Revision History:

Last updated April 2015.



### Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



[Click here to acknowledge that you have read and understand this document](#)