



## Position Description

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**JOB TITLE:** Intake Officer

**JOB TYPE:** Full-time/Permanent

**CLASSIFICATION:** Level 3, Welfare Rights Centre Ltd Enterprise Agreement

**SALARY:** \$78,241.59 - \$83,899.24

**REPORTS TO:** Principal Solicitor

### **ROLE PURPOSE:**

This role of Intake Officer is to facilitate the intake and assessment of new and existing clients who contact the Welfare Rights Centre via phone, email or in person. This position ensures that all individuals seeking assistance are informed about our services and receive appropriate support in accessing our services or obtaining relevant information and referrals. The Intake Officer will collaborate with other staff members in recruiting, training and supporting volunteers involved in intake and administrative tasks. The role monitors data entry in the Centre's client management database, and maintains casework management systems.

### **KEY ACCOUNTABILITIES & MAIN ACTIVITIES**

The duties and responsibilities of the Intake Officer are as follows:

1. Provide person-centred intake and assessment services. Tasks include collecting client information and record keeping, supervising volunteers, prioritising calls, booking appointments, providing information and referrals and undertaking administration and reception duties.
2. Communicate effectively with clients including providing complex information and basic advice under supervision of a solicitor.
3. Ensure the accuracy and completeness of the Centre's client management database.
4. Work with Centre Manager and Administration Officer to recruit, roster, train and supervise volunteers.
5. Work with Administration Officer to assist with reception duties, including supervision of reception volunteers.
6. Prepare agendas and take minutes at casework meetings.
7. Run database reports.

8. Supervise the casual Intake Assistant as required.
9. Work collaboratively with colleagues to deliver a positive experience for clients.
10. Comply with organisational policies and procedures.
11. Fulfill personal obligations for workplace health and safety.
12. Participate in performance development activities such as training and performance reviews.
13. Participate in organisational planning initiatives.
14. Work in alignment with the ethos and values of the Centre.
15. Undertake other duties within the scope of this role as required.

#### **QUALIFICATIONS & EXPERIENCE:**

The Intake Officer must have at least six months' experience volunteering or working:

- in a community legal centre; OR
- in an organisation where they were required to interact with socially and economically disadvantaged people.

#### **SELECTION CRITERIA:**

1. Exceptional customer experience, preferably in intake and assessment
2. Understanding of working with people experiencing disadvantage including how to provide an appropriate service that meets their needs.
3. Exceptional customer service and phone handling skills.
4. Ability to learn and apply casework practice procedures.
5. Ability to supervise volunteers performing basic administrative and casework practice tasks.
6. Demonstrated ability to work in a challenging and demanding environment and implement new systems.
7. Excellent computer skills and experience in data entry.
8. Excellent oral and written communication skills.
9. Ability to work independently and as part of a team.
10. Demonstrated commitment to achieving social justice.

Desirable:

Experience working in a legal setting