
JOB TITLE	Employment Services Intake officer
DATE	21.2.2022
REPORTS TO	General Manager – Education, Training and Employment

JOB DESCRIPTION

Purpose of role

The Intake Officer is the designated point of contact for all potential clients, their families and/or representatives providing a responsive service to move them through the pre-engagement process to service delivery. The position is responsible for the implementation of a coordinated intake process that identifies client support needs including co-designing supports, development of service and client agreements and the collation of client specific data.

Main duties and responsibilities

Core objectives include:

- Promote the unique value proposition of Encompass Community Services
- Obtain accurate information for client case files and organisational records within a person centred active support framework
- Determine clients' eligibility for the organisation's services and referring potential clients to other more relevant services if required
- Promote the dignity of and positive image of clients within their communities, maximising the opportunities for clients to participate in and contribute to the communities in which they live
- Maintain necessary documentation of service provision and reporting
- Conducting meetings with current and potential referral sources and partners for direct registrations for new jobseekers and clients
- Conduct direct registration appointments and allocations for sites
- Arrange EsAT's and assessments as required for jobseekers
- Promoting programs of support including PaTH, EST and NWEF
- Ongoing networking with employers and referral partners
- Attendance at marketing and networking events
- Assisting participants to gain appropriate information to determine eligibility

- Managing sharepoint relating to vacancies in collaboration with admin officer
- Case management and client support
- Provide accurate statistics on specified data and prepare other reports as required by management
- Complete initial review and support job plan and case review
- Liaise and network with internal and external stakeholders
- Attend and participate in regular team and one-on-one staff meetings
- Liaise with Local Area Coordinators (LAC) and Support Coordinator partner agencies for ongoing relationship management and referral
- Actively promote Encompass Community Services and all of its services to the wider community
- At all times act in accordance with the applicable regulations, policy and procedure, with respect to confidentiality, antidiscrimination and Occupational Health and Safety
- Participate fully in staff appraisal and professional development review processes
- Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination
- Adhere to Encompass Community Services policies and procedure and “Code of Conduct” for employees
- The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- NIL

Experience

- Relevant practical experience in an administrative capacity

Desired Knowledge

- Understanding of the National Disability Services Standards and Quality Framework & NDIS Quality AND Safeguard commission
- Employment services experience – JobActive, DES or other related industry experience
- Employment support experience

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.

- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.
- It is the responsibility of each individual to meet personal, divisional and organisational deadlines.
- It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.
- It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.
- When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.
- It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor
- It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.
- Drivers Licence

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager