



## Position Description

Community Accessibility  
P O Box 1596,  
Wodonga 3689  
Ph: 1300 704 530  
info@gettingthere.net.au

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| <b>Positions Title:</b>  | Intake Coordinator   |
| <b>Award:</b>            | MA000100 – Social, Community, Home Care and Disability Service Industry Award 2010.            |
| <b>Classification:</b>   | Level 4  |
| <b>Pay Point:</b>        | Range 1 to 3, pro-rata, plus 9.5% Superannuation   |
| <b>Salary sacrifice:</b> | Up to 30% available at the conclusion of a 3 month probationary period. (Permanent staff only) |
| <b>Tenure:</b>           | 24 hours per/week  |
| <b>Term:</b>             | On-going   |
| <b>Locations:</b>        | Wodonga/Wangaratta   |
| <b>Reports To:</b>       | General Manager (GM)   |
| <b>Review Date:</b>      |  |

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**Mission:** Community Accessibility Inc. works in partnership with clients, carers and other professionals, providing high quality and flexible services. Through leadership, and a dedicated team of staff and volunteers, we promote social wellbeing and independence.

Community Accessibility Inc. was founded in 1998 and is a Not for Profit organisation. We have a hard working staff of 100 dedicated professionals and more than 280 exceptional volunteers who contribute their time and energy to support in the delivery of our programs within the Hume Region of Victoria and Southern NSW.

We provide a range of funded and un-funded services within the Aged and Disability sectors and work in partnership with community services, local governments and other not for profit providers to assist individuals and groups to enjoy everyday activities.

We provide this assistance through our two service streams:

- Assisted Transport Service
  - Community Transport
  - Supported Transport
  - Information and Capacity
  - Accessible Vehicle Hire
  
- Your Supports Service
  - Community Based Respite
  - Home Based Assistance
  - Community Inclusion
  - Support Coordination
  - Flexible Respite
  - Holiday and Leisure Activities

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## **Position Overview:**

This role will undertake intake duties as part of Community Accessibility's Your Supports service. The Intake Coordinator will receive all referrals to the service and complete initial registrations either over the phone or face to face as required. The incumbent will provide information to individuals and other service providers.

This role will ensure accurate data entry in the Database across the organisation and ensure new staff are appropriately trained in the use of the database. The incumbent will be trained to be a trouble shooter for the data base and monitor cleanliness of the data being entered.

The Intake Officer facilitates referrals across Your Supports, in consultation with the General Manager and assists in the development of support and care plans and support overviews.

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## **Key Areas of Responsibility**

### **General Intake:**

- Manage and coordinate the intake of all participants' referrals to the Your Supports service, via NDIS, My Aged Care, Transport Accident Commission and Dept. of Veteran Affairs.
- Work with participants to understand, assess and prioritise their key needs.
- Conduct the assessment of participants' needs and suitability for services
- Complete participant registration documentation and data entry as required
- Develop initial Support/Care Plans, including recognising any barriers, to ensure positive outcomes are achievable by participants.
- Refer new participants to the appropriate staff based on participant needs and service capacity.
- Build positive networks and relationships with potential referral sources and service organisations.
- Process referrals and book appointments productively and efficiently in line with program procedures including assessment of urgency and priority as required.
- Identify specific client requirements, such as need for interpreters, and make appropriate arrangements.
- Provide information to participants about Community Accessibility's programs and support access to the service.
- Send appointment reminders to clients, reschedule appointments and send correspondence as required.
- Maintain a positive relationship with carers and participants and other services and programs.
- As required, provide reports to the GM or their delegate

### **Database:**

- Provide support to staff regarding the use of the database
- Assist in the training of new staff in the use of the database
- Train as a superuser of the database
- Liaise with other superusers within the organisation to trouble shoot issues
- Liaise with the database help desk regarding database issues and short falls

### **Policy, Procedures and Workplace Health and Safety:**

- Assist with the implementation and development of relevant procedures for Community Accessibility programs in conjunction with your supervisor.
- Adhere to the workplace and Community Accessibility operations and take reasonable care for your own health and safety.

- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- Report unsafe conditions or practices, and make suggestions to your supervisor on improving work, health & safety.
- Participate in the staff consultation process about work health & safety matters.
- Understand and adhere to Community Accessabilities Code of Conduct.

**Responsiveness to identified needs:**

- Assume responsibility for additional projects and tasks, as assigned by the GM
- Liaise with user groups and stakeholder groups and report any opportunities or concerns to the GM
- This position may require the incumbent to occasionally work at other Community Accessibility locations if the need arises.
- Carry out such duties as are within the limits of the employee's skills, competence and training and is consistent with the spirit of the organisation to ensure CA Inc. maintains a cooperative culture.
- Assist other staff members with administrative tasks when required.
- Actively contribute to continuous quality improvement

**Budget responsibilities:**

- There are no budgetary responsibilities for this position

**Professional Development:**

- Participate in Individual Performance Assessment and Development Planning as required or determined by yourself or your supervisor.
- Attend additional training and workshops etc as deemed appropriate and with the approval of your supervisor.
- Participate in supervision and team meetings

**Level of Responsibility:**

This position has the authority to:

- Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined
- Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge
- Identification of specific or desired performance outcomes
- Contribute to interpretation and administration of areas of work for which there are no clearly established procedures
- Exercise responsibility for various functions within a work area

**Extent of Authority**

This position has the authority to:

- Required to set outcomes within defined constraints
  - Freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices
  - Solutions to problems generally found in precedents, guidelines or instructions
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## Qualifications and Experience

- Relevant qualification in community services with a minimum of 4 years' experience in Community Services field
- Demonstrated ability to conduct intake assessments and engage families from diverse backgrounds and cultures
- Demonstrated experience in working both independently and as part of a team
- Strong analytical skills and ability to find solutions
- Demonstrated experience in managing competing priorities and to deliver outcomes within agreed timeframes and quality standards
- An understanding of and commitment to the principles of the National Disability Insurance Scheme (NDIS)
- An empathic and engaging verbal communication style accompanied with good telephone etiquette.
- Proven computer skills and ability to use client management data systems
- Demonstrated experience in data entry, maintaining accuracy and problem solving
- Ability and willingness to work flexible hours to meet the needs of participants as required
- Excellent organisational skills and ability to juggle competing prioritize
- Demonstrated problem solving skills and an ability to think laterally and use initiative
- Current driver's license

### Other relevant information:

- A police check and working with children check will be required.
- It is essential that the appointed person is a competent and licensed driver, as they will be required to drive a variety of vehicles as program needs determine.

Reporting Relationships:

**Reports to:**           **General Manager**

**Direct Reports:**    **NIL**

### Selection Criteria

- Minimum Cert IV in a relevant qualification in Community Services with a minimum of 4 years' experience
- Demonstrated ability to conduct intake assessments and engage families from diverse backgrounds and cultures
- A solid understanding of the NDIS, particularly in relation to service delivery and the importance of choice and control for participants.
- High level of attention to detail, commitment to quality and prioritising workloads
- Demonstrated administrative experience including the ability to maintain accurate and complete files and other records
- Above average skill in the use of the Microsoft office suite and client management databases.
- Demonstrated ability to apply initiative and think creatively and innovatively.
- The ability to communicate effectively, in both written and verbal forms.
- Current Driver's licence