



Position Description

Position Title	Client Intake Officer
Department	Family Law Services
Program	Family Dispute Resolution Services
Location	State-wide
Classification	Level 3 (of Relationships Australia Tasmania Employee Agreement 2015)

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. We're here to help people and communities thrive by supporting people to create positive connections. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

Our Values

At Relationships Australia Tasmania we believe that we should be:

- Willing to Serve
- In it Together
- People Matter
- Looking Forward

Position Summary

Family Law Services aim to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements in the best interests of their children. Post Separation Services have a particular role to help families with complex needs.

The Client Intake Officer is responsible for the facilitation of client intake, assessment and client referral, as well as providing the client with information about their mediation pathway, other services that may support them, and being the interface between new clients and practitioners.

Key Areas of Responsibility

- Engage clients accessing post separation services and follow up with those who do not attend.
- Provide clients with information about the mediation pathway and make appropriate internal referrals for individuals and families as needed.
- Conduct intake assessments and develop case plans for individuals and families.
- Ensure all administrative and reporting requirement responsibilities for the position are met.
- Increase awareness of the range of services available as well as the qualifications and experience of the personnel providing those services to enhance understanding of appropriate resources for referrals
- Any other duties as required and within the general scope of responsibilities of this position

Position Relationships

Manager	Manager – Family & Community Services
Direct Report(s)	Nil
Other(s)	Clients, Practitioners and other internal and external stakeholders

Extent of Authority

The Client Intake Officer informs and guides to gain the acceptance of others regarding the practices, systems and processes required to achieve program and service delivery outcomes. Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within clear objectives and/or budget constraints where there are no defined established procedures.

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- As an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. A Diploma level qualification in a relevant field and/or an equivalent combination of relevant experience, education and training.
2. Experience in working to uphold the best interests of children, including a demonstrated understanding of mandatory reporting, suicide intervention and working with family violence.
3. Well-developed organisation and priority management skills including the ability to maintain own work schedule
4. Experience in developing and maintaining productive working relationships with key internal stakeholders including a multi-disciplinary team.
5. Well-developed interpersonal and communication skills and the capacity to reflect on own practice.
6. Well-developed IT skills with the ability to navigate client management systems.
7. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

Special Requirements

- The Tasmanian Government has issued a Public Health Direction in relation to people working in health care settings. As such this role requires the successful candidate to be compliant with the direction either by being vaccinated against COVID-19, or to possess a medical exemption from vaccination.
- Appointment to this position will be subject to a current and satisfactory National / International Police Check and Working with Children Registration
- Some intrastate and interstate travel may be required in this position

Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours
- Applicants are expected to attend training and development opportunities as required.

Approval

Jules Carroll
Acting CEO

January 2022

