

Position Description

Role Title:	Intake Advocate
Employment Status:	Full Time, Fixed Term 12 months
Reports To:	Team Leader, Intake
Location:	Geebung
Award Classification:	Social, Community, Home Care and Disability Services Award 2010 - Level 5

Purpose of Role

The Intake Advocate is the first point of contact for clients contacting the ADA Australia state-wide telephone number. The position provides information and support to ADA Australia clients to empower them to make their own choices and have their rights and interests respected. The Intake Advocate will determine if the issue is in scope for our services and provide accurate referrals when outside our scope of practice. Where appropriate they will provide information to assist with third party and self-advocacy or allocate on for further advocacy support.

The Intake Advocate reports to and works closely with the Team Leader – Intake and maintains a collaborative and productive working relationship with the Manager, Disability and Business Development and all other staff within ADA Australia.

The Intake Advocate is to actively support both the Team Leader – Intake and the Manager, Disability and Business Development ensuring that the strategic objectives of ADA Australia are met. The Intake Advocate is responsible for ensuring that all information and services provided are consistent with the purpose, vision and values of ADA Australia and comply with relevant legislation, quality standards, contemporary research and practice wisdom. ADA Australia aspires to conduct reflective practice in all aspects of work, continuous quality improvement and the highest possible standards of service provision.

Key Position Duties

- Complete intake assessment that is safe, timely, effective, efficient, and person-centred.
- Provide clear, accurate and relevant support, resources, advice and information to clients. This includes, follow up on enquiries.
- Action new referrals in accordance with ADA Australia's intake processes.
- Advise clients of ADA Australia's services, processes, requirements and maintain a high level of confidentiality with client's and their details.
- Connect clients with relevant services that can assist in the advocacy process.

- Ensure all documentation is accurate and completed in a professional and timely manner including intake records and case notes recorded in the Salesforce database system.
- Maintain up to date knowledge and understanding of relevant legislation and service information within the sector.
- Meet monthly intake and data entry KPI's.
- Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.
- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).

Key Selection Criteria

- Experience working with older people or disadvantaged/vulnerable groups and operating within a social justice framework.
- A tertiary qualification in human services / social work /community services or relevant field and/or an equivalent combination of relevant experience, education and/or training.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- Ability to work in a fast-paced environment, managing complex client calls and responding to urgent issues.
- High level interpersonal skills, with the ability to communicate, engage and negotiate confidently.
- Strong administrative and computer skills, including experience working with client and data management systems.
- Sound organisational skills with proven ability to work autonomously and as a member of a high performing team.
- Demonstrated sound professional ethics of confidentiality, sensitivity and resilience.

Essential Requirements

- Current drivers' licence.
- Current (less than three (3) years old) pre-employment national criminal history certificate and ongoing renewal every 3 years at employee's expense.
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.

Desirable Requirements

- Experience working within a not for profit organisation or similar.
- Knowledge and ability to access Federal and State Government policies relating to older people and people with a disability.
- Knowledge of and experience in working with Aboriginal and or Torres Strait Islanders, Australian South Sea Islanders, Lesbian, Gay, Bisexual, Transgender and Intersex people, and people from Culturally and Linguistically Diverse backgrounds.

ADA Australia strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.