



Position Description

Position Title	Intake and Assessment Officer – Legal/Gamble Aware Promotion Officer Maternity Back Fill
Directorate	Community and Wellbeing Services
Reports to	Manager Community Services
Date of Job Description	8/07/2024
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full Time - Fixed Term Contract
Salary	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The Mallee Family Care Community Legal Centre (MFC_CLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in North West Victoria and South West New South Wales.

Making the most of its abilities and the resources available, MFC-CLC provides:

- Information, advice and assistance across a range of legal and related issues.
- Advocacy to resolve problems at the earliest opportunity.
- Referrals to community agency partners.
- Integrated legal services, including through Health Justice Partnerships.
- Community development and education programs with a focus on rights, responsibilities and options.
- Primary prevention activities, using broad partnership approaches
- Strategic advocacy to change unfair laws and improve systems and practices.

As a key member of the MFC-CLC Team the Intake and Assessment Officer will operate within the Centre’s enhanced entry framework with a common purpose of providing holistic, high quality legal help to priority clients, thereby focusing resources where they are most needed. This position is solely responsible for the HJP/DVU intakes, but may assist with general Legal intakes when required

Key Responsibilities & Duties	Performance Expectations
Intake and Referral.	<p>Provide accessible, efficient and effective intake services to those seeking assistance including:</p> <ul style="list-style-type: none"> • information provision; • initial legal needs identification; and • risk assessment. <p>Inform people interacting with the legal centre about services available, eligibility criteria, their rights and responsibilities and complementary services.</p> <p>Ensure the intake and assessment system is responsive to the needs of all people interacting with the legal centre, in particular those from communities experiencing acute disadvantage, at risk or with complex needs.</p> <p>Provide referrals to a range of internal and external services to assist clients with their related needs, including the monitoring of referral effectiveness within the scope of the position.</p> <p>Maintain referral resources and registers.</p> <p>Maintain client and other records using electronic information management systems, providing statistical reports as required.</p> <p>Collaborate with both internal and external stakeholders to ensure intake and referral procedures are responsive to community need and in accordance with legal centre requirements.</p>
Information Management.	<p>Undertake data input and maintenance of electronic information management systems, specifically CLASS.</p> <p>Provide written reports and evaluations as requested.</p>
Gambling Education and Awareness.	<p>Provide gambling education and awareness through a variety of avenues. These can include:</p> <ul style="list-style-type: none"> • Events • Activities • Reports • Attendance at external events and services

	<ul style="list-style-type: none"> • Relevant meetings <p>Be directed by the Gambleaware work plan.</p>
Communication.	<p>Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations.</p> <p>Negotiates confidently from an informed and credible position.</p> <p>Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions.</p>
Collaboration.	<p>Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably.</p> <p>Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships.</p>
Coping strategies	<p>Is open to new and different ideas, approaches and processes and supports others in understanding change.</p> <p>Shows resilience and optimism and remains calm despite barriers or difficult circumstances.</p> <p>Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development.</p> <p>Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life.</p>
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- The person employed as a Case Worker will be expected to have previous relevant experience in the field and will be required to hold an accredited qualification relevant to the position at Degree Level or above.
- Diploma level qualification in relevant field may be considered, on the proviso that the applicant will commit to undertake further Tertiary studies with the support of the Organisation.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Demonstrated experience in undertaking assessments of need and risk – particularly related to family violence risks
- Experience in promotion of services and stakeholder engagement
- High level of written and oral communication skills with a diverse range of people, community groups, agencies and government departments.
- Exceptional organisational and administrative skills.
- Demonstrated capacity for resourcefulness, self-motivation with an ability to manage competing and complex work priorities.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment