

Position Description

Position details

Position Title:	Intake & Access Team Leader	Reports to:	General Manager Direct Services
Team:	Intake & Access Team	Location:	Brunswick
Group:	Direct Services	Hours:	1 EFT (part time negotiable)
Classification:	Level 7	Status:	Ongoing

The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine. Services are also provided in partnership with other agencies outside of the metro area. With approximately 200 staff the organisation:

- Delivers services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Provides professional and organisational development to internal and external stakeholders
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research.

Working in partnership with clients, their families and communities, and the sectors they interact with, an integrated trauma recovery service model guides the agency under an organisational structure which is comprised of the following areas:

- Direct (Client) Services
- Community Capacity Building
- Practice and Sector Development
- Corporate Services.

Vision

A world without torture and where communities respect, embrace and empower people from refugee backgrounds to thrive.

Purpose

To be a leader in delivering specialist trauma-focussed services that work with the strengths and resilience of refugees, their families and communities to rebuild lives shattered by torture and other traumatic events.



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Child and Family Safe

Foundation House is committed to promoting and protecting the interests and safety of children and actively plays a part in combating family violence; this is reflected in our organisational policies, protocols and staff development.

Organisational Area Summary

The Direct Services program of Foundation House provides services to survivors of torture and other traumatic events in the form of specialised counselling, individual and family support, groupwork, complementary therapies such as traditional herbal remedies, massage and other natural therapies. It operates across the three regions of metropolitan Melbourne and works in partnership with other organisations to deliver services in rural and regional areas. Direct Services is committed to delivering safe, effective, connected and person-centred services to everybody, every time.

Direct Services program consists of the Intake and Access Team, Complementary Therapies Team, Ucan2, Rural and Regional Services, Adult and Family Program and Child, Youth and Family Program. Services are delivered both onsite and via outreach and in conjunction with other programs of the organisation such as the Schools Support, Community Capacity Building and Practice and Sector Development. All parts of the organisation are informed by the Integrated Trauma Recovery Service Model.

Direct Services teams are currently located in metropolitan Melbourne with offices in Brunswick, Sunshine, Dallas, Dandenong and Ringwood.

Position Summary

The position leads the Intake and Access Team which is an integrated part of Direct Services established to respond to referrals and provide an initial assessment to determine eligibility, consent, priority and whether Foundation House is the most appropriate services or if referrals to other services are indicated. The team comprise of approximately 5 -10 staff, some of whom are part-time. It is managed from Brunswick Head Office and includes regular outreach to the regional offices.

The Intake & Access Team Leader as part of the direct services leadership team and is responsible for the delivery of safe, person centred, effective and connected services in relation to all incoming referrals. . They are responsible for leading the intake and access functions of direct services at Foundation House and ensuring effective and responsive management of referrals, risk management and staff support that delivers service to clients in line with VFST's Integrated Trauma Recovery Service Model.

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Scope & Dimensions:

Budgets: Nil

Number of staff: Between 5 -10



Key Responsibilities

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<p>Leadership</p> <p>Participate and actively contribute as a member of the Direct Services Leadership Team to support the achievement of operational objectives.</p> <ul style="list-style-type: none"> • Provide effective leadership to the Intake & Access Team • Report to the General Manager Direct Services on team operations, risk, performance and all issues affecting service delivery and outcomes • Collaborate effectively with the regional leadership teams across Direct Service Teams to enhance the work of Direct Services • Contribute to overall Direct Services strategy, operational objectives and the quality of service delivery through participation in regional leadership meetings and Direct Services Leadership meetings, and contribute to policy development, training and project activities as required • As part of the leadership group, liaise with the Practice and Sector Development team on practice related issues including training needs, innovative practice issues and participation in practice review.
<p>Quality Direct Services delivery</p> <p>Lead a team of Intake Worker employees (approximately 4-8 in number) in the delivery of high quality services to clients promoting better access, referral pathways, and risk management ensuring service provision reflects the Integrated Trauma Recovery Service Model.</p> <ul style="list-style-type: none"> • Promote the principles and practice of service coordination to ensure that clients and their families are at the centre of service delivery and receive a timely, coordinated response

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- Identify emerging issues affecting quality service delivery outcome, and provide regular feedback and reports about such issues, as required, to the General Manager Direct Services
- Oversight of the management of intake referral processes, waitlist management and client information—meeting the requirements of Direct Services policy, funding agreements and service delivery goals
- Manage and review waiting list as and when required, waiting list management intervention including call back, cross sector referrals, gathering additional information, telephone or in person intake or risk assessments or brief focussed counselling support
- Ensure that staff workloads are appropriately managed including regular meetings with team members to discuss referrals and waitlist management
- Provide operational supervision to Intake & Access Team Members
- Provide advice and direction in high risk and crisis cases as required
- Monitor and effectively manage client risk ensuring appropriate assessment tools and interventions are being used by team members
- Monitor and manage service delivery ensuring practices are consistent with standards of VFST policies and procedures
- Monitor and support staff in the efficient use of the Client Information System (Penelope)
- Monitor and review all target indicators, including completion of Penelope data and client records, and provide regular feedback as required
- As required, undertake intake assessments and risk assessments for high risk and complex cases.
- Assist where appropriate with the Intake Workers client work where additional support or expertise is indicated.

Staff Management

Lead, manage and effectively support a team of Intake staff to manage day-to-day work and practice, monitor and manage performance, resolve issues as they arise and escalate concerns to the general manager where required.

- As part of management and support for staff, identify emerging issues for both staff and clients affecting program and organisational goals, and staff wellbeing
- Identify opportunities for professional development of team members
- Coordinate appropriate induction and training to support staff development
- Seek advice and support, as appropriate, from the Practice and Sector Development team.
- Seek advice and support from Human Resources, and the General Manager Direct services in relation to people management and responding to human resource management issues.
- Meet regularly with team members, providing one on one operational supervision and holding scheduled team meetings.

Intra-agency and External Network Relationships

Identify, facilitate and maintain effective relationships with stakeholders to promote and meet clients' needs.

- Develop, as needed, referral protocols and processes with appropriate external agencies and key referrers.
- Participate in developing and/or conducting collaborative work practices with intra-agency programs, and with external agencies.
- Liaise with relevant leadership and staff across the Practice & Sector Development Program
- Liaise with Operations staff to obtain support and training for the team.

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<p><u>Administration & Reporting</u></p> <ul style="list-style-type: none">• Monitor all administrative requirements for the allocated team in accordance with required agency standards in a timely and efficient manner.• Develop and maintain effective administrative systems and processes
<p><u>Compliance</u></p> <ul style="list-style-type: none">• Actively lead, coordinate and contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.• Provide leadership in and ensure the staff team operates and delivers services consistent with Information Privacy, Equal Employment Opportunity, Child Safe and other regulatory compliance frameworks and consistent with VFST policies and procedures.
<p><u>Personal</u></p> <ul style="list-style-type: none">• Participate in Foundation House’s staff development and review plan process• work to an annual work plan• Be an active participant in team meetings to maximise contribution to the work of the team• Participate in all staff, group and other relevant meetings.• Work to ensure professional and cooperative working relationships within own team and with other departments across the agency• Participate in identifying quality improvement initiatives and strategies• Attend and participate in all training opportunities identified for the role• Liaise with and seek senior advice as required.
<p><u>Additional</u></p> <ul style="list-style-type: none">• Undertake reasonable travel following the duties of this position.• Perform any other duties as directed by the organisation within the scope of the classification• Perform all other reasonable duties as directed by the GM Direct Services and the CEO.
<p><u>Health & Safety</u></p> <p>Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.</p>
<p><u>Child and family safety</u></p> <p>Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant.</p>

Personal Qualities

At Foundation House we are strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

The Intake & Access Team Leader will have well developed leadership and time management skills, working collaboratively with their team, managers and the broader organisation. They will be a supportive leader with a commitment to excellence in service delivery and professional learning and development focusing on high standards of practice and efficiency. They will have a genuine interest in working with vulnerable clients and model appropriate behaviours and standards. They will be able to work autonomously and as a member of a multidisciplinary team

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Selection Criteria

Qualifications:

Relevant tertiary qualifications in social work, psychology or a related discipline, with post graduate qualifications highly regarded.

Experience, Knowledge & Skills

1. Proven ability to lead and manage a centralised intake function.
2. Knowledge and skills in effective, trauma informed, family centred and culturally responsive intake assessment, prioritisation and risk management for children, young people and adults who are presenting with psychological distress and/or mental health difficulties.
3. Understanding of the impacts of trauma for children, young people, adults and families.
4. Demonstrated ability to provide culturally competent and responsive services to clients facing mental health and psychosocial difficulties.
5. Demonstrated understanding and awareness of issues impacting on our work with clients – mental health system reform, Government policy change, world events, education, health and settlement services systems.
6. Proven experience managing highly effective teams to deliver exceptional client outcomes.
7. Outstanding communication skills including relationship building capability with internal and external stakeholders.
8. Excellent written communication skills including report writing.
9. Excellent planning, organisation and time management skills.
10. Good knowledge and skills in the use of IT, electronic client health records, data and reporting systems.
11. Upholds ethical behaviour, demonstrates integrity and credibility, and fosters open honest communication.

Prerequisites of employment

- Satisfactory police check
- Signing and abiding by the Foundation House Child Safe Code of Conduct
- Working with Children Check (WWCC)
- COVID-19 vaccination
- Current Victorian driver's licence
- The right to live and work in Australia.

Approval and Acknowledgement

Date PD last reviewed:	June 2022
PD Approved by:	General Manager Direct Services
Date of approval:	June 2022