

Our Mission: To work with people and communities so those most in need can belong and thrive.

Our Values: Empathy, Respect, Inclusiveness, Integrity, Commitment

Position Title:	Intake Officer	Position No:	TBA	Classification:	C				
Reports To:	Individualised Funding Lead	Service Area:	Individualised Services	Expenditure Authority:	TBA				
Role Purpose: This role takes the lead in ensuring intake processes run smoothly for every participant. This involves providing support to other teams through various intake services: forging relationships with relevant stakeholders; undertaking assessments; assisting with funding agreements and quoting; maintaining databases; assisting with reports and plan reviews; and other administrative duties that support UCW teams to provide timely and quality service.									
Organisational Structure:			Key Relationships:						
			<table><thead><tr><th>Internal</th><th>External</th></tr></thead><tbody><tr><td><ul style="list-style-type: none">▶ UCW staff and volunteers▶ Resource Team▶ Individualised Funding Lead▶ Service Leads▶ Operations Leads▶ Practice Leads▶ Head of Service Operations</td><td><ul style="list-style-type: none">▶ Potential referrers▶ New and existing participants▶ Business associations, organisations and partner agencies</td></tr></tbody></table>			Internal	External	<ul style="list-style-type: none">▶ UCW staff and volunteers▶ Resource Team▶ Individualised Funding Lead▶ Service Leads▶ Operations Leads▶ Practice Leads▶ Head of Service Operations	<ul style="list-style-type: none">▶ Potential referrers▶ New and existing participants▶ Business associations, organisations and partner agencies
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Outcomes	Capabilities
<ul style="list-style-type: none"> ▶ Enquiries from external stakeholders are responded to within suitable timeframes, with appropriate information for individuals to pursue other options if necessary. All new and existing relationships are nurtured and deliver mutually beneficial outcomes. ▶ Assessments are undertaken professionally, with respect to the person's unique circumstances, history and experiences, and participants receive services appropriate to their requests. ▶ Participants experience the commencement of service positively and are responded to within reasonable timeframes through an efficient and monitored process. ▶ Information is disseminated clearly and transparently to appropriate sources whilst strict confidentiality is upheld. ▶ Service Leads have the information required to suitably staff their teams, complete comprehensive reports, and deliver supports under individualised funding plans. ▶ Continuous improvements are made to this role and team. ▶ Records and information management is accurately maintained, accessible, reliable and suitably stored/circulated in accordance with UCW policies and standards. ▶ The efficient and effective administrative services provided by this role enables the team to deliver high quality outcomes to internal and external stakeholders. ▶ The team culture and ethos exemplifies: <ul style="list-style-type: none"> ○ Shared responsibility; ○ Service excellence focus; ○ Customer focused; ○ Exemplary personal drive and integrity; ○ Team focused, empowering and inclusive; ○ Professionally enriching and innovative; and ○ Efficient and high performing. 	<p>Competencies</p> <ul style="list-style-type: none"> ▶ <i>Analysing Problems</i>: seeks to understand the cause and effect of problems and working systematically to reach a solution. ▶ <i>Information Seeking</i>: has an underlying curiosity and desire to know more about work-related issues, things or people. ▶ <i>Customer Service Orientation</i>: a desire to help or serve others by focusing one's efforts on discovering and meeting the participants' needs. ▶ <i>Achievement Motivation</i>: motivation to work as well as possible and measuring one's self and/or the team's performance with the aim of continuous improvement. ▶ <i>Initiative and autonomy</i>: a bias for taking action without waiting to be told, working independently within the boundaries of the role and organisation. ▶ <i>Flexibility</i>: Ability to adapt and to work effectively in an evolving organisation. ▶ <i>Teamwork and Cooperation</i>: Work collaboratively with others as part of a self-organising team. ▶ <i>Communication</i>: Well developed verbal and written communication and interpersonal skills. <p>Knowledge, Experience & Skills (Demonstrated)</p> <ul style="list-style-type: none"> ▶ Relevant tertiary qualifications or equivalent experience and/or training ▶ Working understanding of current funding and service model trends ▶ Exceptional administration and interpersonal skills. ▶ Strong ITC skills including use of Microsoft Suite. ▶ Excellent time management abilities ▶ Demonstrated ability to manage own work schedule, work to tight deadlines and work under pressure in an ever evolving environment. ▶ Experience supporting individuals and undertaking assessments. <p>Qualifications</p> <ul style="list-style-type: none"> ▶ National Police Clearance ▶ Current Western Australian Driver's Licence. ▶ Working with children check

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