

POSITION DESCRIPTION



Position Title: Client Intake Officer

Work Level: Professional

Reports To: Operations Manager, Client Services Sydney

Direct Reports: This position does not have any employees reporting into it

Position Overview

ACON Health provides services to people living in NSW of diverse sexuality and gender (LGBTQ+) community, and to people living with HIV (PLHIV). This position is responsible for undertaking intake assessments of individuals and responding to referrals from other services enquiring about ACON's Client Services, liaising with client service staff regarding client allocation, provide brief interventions, making active referrals and managing the waitlists in consultation with Team Leaders.

About Client Services

ACON's Client Services operates in the context of multi-disciplinary teams using a chronic disease self-management model to provide psychosocial assessment, support services and short-term counselling aimed at improving the overall health and wellbeing of our clients.

Main Activities

- ✓ Conduct intake assessments either in person, on the phone or via video meeting and identify the primary presenting needs of individuals enquiring about ACON's Client Services.
- ✓ Provide information to individuals and other services about accessing ACON's programs and services including the eligibility criteria, capacity, waiting periods, and relevant fee structures where applicable.
- ✓ Liaise with ACON Client Services Team Leaders and other workers in Sydney, Hunter and Northern Rivers, to ensure smooth, timely and appropriate allocation of clients and that teams are alerted to any risk issues.
- ✓ Identify the need for immediate arrangements &/or referrals for relevant cases and undertake the management of those referrals to ensure a successful outcome.
- ✓ Provide brief interventions for a range of issues including suicidal ideation, substance use, mental health, domestic violence and practical support needs as required.
- ✓ Maintain the quality and ensure the confidentiality of client files and all collected client and service data.
- ✓ Manage the existing waitlist for all client services through regular check ins with waitlisted clients and continual communication with Team Leaders and Managers in relation to changes in circumstances, and any escalation of risk, referring to other services where appropriate.
- ✓ Establish, maintain and continually enhance networks with a diverse range of external service providers and other stakeholders to facilitate client referrals to a range of service options. This will include maintaining a live database of resources available for referral pathways, brief interventions, and self-management tools.
- ✓ Actively participate in and contribute to building an effective and positive team culture, continuing professional development, information exchange and quality improvement activities; and an ongoing process of supervision, unit meetings, team meetings, and general staff meetings.
- ✓ Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers
- ✓ Perform other duties to assist with the work of the unit and contribute to the broader strategic goals of the organisation, as requested by your supervisor (or designate).

Eloise Layard Director, Community Health	Client Intake Officer	Jan 2025
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Selection Criteria

Essential:

1. Tertiary-level qualifications in welfare, community support or a related field and/or extensive experience in welfare or support service provision.
2. A minimum of 2 years' experience in the delivery of some, if not all, of the following:
 - a. crisis services;
 - b. mental health services;
 - c. alcohol and other drug services;
 - d. sexual, family, domestic violence services; and/or
 - e. disability services
3. Demonstrated experience in the assessment of psychosocial needs as well as insight into the broader range of social factors that may impact on the mental and physical health and wellbeing of LGBTQ+ people and people living with HIV.
4. High level oral and written communication skills including active listening, negotiation, conflict resolution, crisis management, and the delivery and receipt of feedback as well as the ability to write comprehensive, detailed and accurate case notes using the SOAP or other best practice model.
5. Relationship building skills, coupled with the ability to convey empathy, sensitivity and understanding, especially when conducting intakes that ask very specific and personal questions.
6. An understanding of intersectional minority experiences including the systemic and social issues facing Aboriginal and Torres Strait Islander peoples, Brotherboys and Sistergirls and culturally and linguistically diverse communities and the skills necessary to provide a culturally safe space for these clients.
7. Awareness of legislation relevant to the position.
8. Computer proficiency including in Microsoft Office (SharePoint) and Outlook.

Desirable:

1. An understanding of the workings of the health and community sector.
2. Experience in community-based service delivery in the areas of sexual health and or/ HIV and/or LGBTQ+ community.
3. Recommended vaccinations against illness that may adversely impact ACON's communities.

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