

Position Description

Role Details

Role:	Information, Intake and Referral Officer
Reporting To:	Senior Manager Individual Advocacy Queensland
Work Location:	Surry Hills Office
Hours of work:	9am to 5pm, Monday to Friday
Status:	Full-time (35 hours per week) Maximum term contract, 30 June 2023 (with a possibility of extension, dependent on funding)
Award Classification:	Level 4, plus super and salary sacrificing Social, Community, Home Care & Disability Services (SCHADS) Award 2010

Role Purpose

PWDA provides a disability Information, Intake and Referral service that facilitates links between people with disability and appropriate services by providing face to face, telephone and web-based intake, information and referrals.

PWDA's service is also open to the wider community to assist with queries about disability issues or concerns.

The Information, Intake and Referral Officer assists walk-ins, answers incoming phone calls, respond to online information requests. They engage with people with disability, their families, and others who contact PWDA (including those seeking to contact PWDA staff), providing them with information and where appropriate, with referrals (including assisted referrals) to relevant agencies or through intake to the PWDA Individual Advocacy Services.

Officers work within the Individual Advocacy Team and with management to apply a continuous improvement approach that ensures that clients are responded to as quickly as possible and in the most effective manner, based on the client's access requirements.

Responsibilities & Main Duties

Enquiries

- Answer incoming phone calls to PWDA in a timely manner, respond to queries, identify callers' needs and determine appropriate course of action (including transferring calls to appropriate PWDA staff as required).
- Communicate sensitively and effectively with all callers including those who are distressed and/or are needing communication support.
- Record and relay messages to other staff members in a clear and accurate manner when required.

Referral in, referral out

- With client consent, obtain contact and other details to meet our mandatory reporting requirements.
- Record this information in a consistent, professional manner in our client management system (CMS).
- Using a strengths-based approach, determine the client's existing and potential supports, including identifying and promoting their capacity for self-advocacy.
- Advise clients of referral out options and where necessary, facilitate assisted referrals to relevant agencies.
- Prepare client cases for allocation to relevant PWDA Program Managers.
- Respond promptly, sensitively, and empathically to urgent client matters that may arise, including where violence is a key consideration, including by referring urgent matters to Program Managers.
- Apply a continuous improvement approach to ensure clients are responded to as quickly as possible and in the most effective manner to align with client needs.
- Identify and escalate urgent matters to manager as required.

At all times, work within a supported decision-making framework that champions people with disability having choice and control over our own lives.

Information requests

- Provide responses to phone and online requests by people with disability, their families, and others, for information about disability issues or concerns.
- Refer to the Disability Gateway as appropriate.
- Undertake web-based research to ensure the quality and currency of information given to people contacting PWDA.
- Record details of information requests in the CMS and maintain other records, as required by PWDA, and to a consistently high standard.
- Identify and escalate urgent matters to manager as required.

Advocacy and Outreach

- Undertake activities to promote PWDA Individual Advocacy Services to people with disability and community stakeholders as directed.
- Contribute to systemic advocacy initiatives by participating in specific projects as directed.

Teamwork

- Work with a collaborative problem-solving approach within the organisation.
- Provide proactive and positive support to colleagues.
- Proactively share ideas.
- Participate constructively and positively in team meetings and cross-organisational activities.
- Participate in regular supervision/performance.
- Collaborate with staff across PWDA to meet project deliverables.
- Participate in individual and organisational continual performance development activities including training and planning days.

Organisational participation

- Participate in organisational activities such as staff meetings, planning meetings and team development initiatives.

- Participate in training and education activities to raise understanding and awareness about disability.
- Participate in relevant professional development and review activities including training.
- Identify and recommend changes to program procedures where appropriate.
- Undertake other duties as directed within the scope of this role.
- Carry out administrative tasks, including entering accurate case notes in a timely manner and maintaining files and statistics as directed.

PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation

Selection Criteria

Essential

- Experience working with clients in distress
- Advanced problem-solving skills (this role will face barriers, be presented with challenges, so we need someone who can work successfully through them)
- Ability to work independently and as part of a team
- Understanding and commitment to the rights and interests of people with disability
- Excellent interpersonal and communication skills, with the ability to liaise with a wide range of people such as clients, their families, associates, services providers, and government departments
- Well-developed negotiation skills, with the ability to remain tenacious
- Strong documentation skills, including managing information and record-keeping
- Demonstrated ability to work across a range of information management systems and databases as well as adapt to new systems
- Demonstrated capacity to manage time frames and competing priorities
- Computer and website literacy
- Cultural competency

Desirable

- Lived experience of disability (personal or family)
- Previous experience in the disability, community, health, or justice sectors
- Degree in social sciences or related discipline

Other Job Requirements

- *Working with Children Check*

PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.

- *National Police Record*

PWDA receives funding from multiple Government Agencies who require staff to be checked. The successful applicant must satisfy these requirements prior to taking up appointment.

- *Covid-19 Vaccination*

Australian Government Covid-19 Vaccination Certificate and adherence to the PWDA Covid-19 Vaccination Policy.

- Three-month probation.

Application Processes

For more information about this role, please contact:

Ted Jensen
Senior Manager Individual Advocacy Queensland
Email: tedj@pwd.org.au
Phone: 0409 205 496

Applications close at COB Monday 5 December 2022

Submit your application by email on recruitment@pwd.org.au.

If you need to submit your application in an alternative format, please contact Hollee James by email recruitment@pwd.org.au or by phone on (02) 9370 3100.

Your application needs to include:

- Your full resume
- A letter addressing the selection criteria
- 2 referees contact details

PWDA is a proud employer of people with disability, and people with disability are strongly encouraged to apply for these positions. We are an EEO employer and we embrace the diversity of our people, such as diversity in disability, race, cultural background, ethnicity, age, gender identity, sexual orientation or intersex status.