



Position Description

Job Title	Intake and Information Officer
Location	Canberra, ACT
Manager	Service Delivery and Quality Manager
Direct Reports	Nil

About ADACAS

ADACAS (ACT Disability Aged and Carer Advocacy Service) is a leading individual advocacy service in Canberra and people living in the Shoalhaven, Eurobodalla Hinterland, Batemans Bay, Broulee – Tomakin and Moruya – Tuross Head areas in NSW. ADACAS also provides free advocacy to assist people with disability living in the Murrumbidgee, Southern NSW and Illawarra-Shoalhaven Local Health Districts access services and supports funded or delivered by the NSW Government.

We are passionate about asserting, promoting, and protecting human rights and speaking up on behalf of people who cannot speak up for themselves. Our vision is a world in which everyone can exercise their rights and responsibilities, lead lives of value and dignity and pursue their dreams. ADACAS has a strong reputation as a human rights organisation and participates in a range of opportunities, both locally and nationally to influence change on behalf of our client groups.

ADACAS has a strong reputation as a human rights organisation and participates in a range of opportunities, both locally and nationally to influence change on behalf of our client groups. We also deliver project activity consistent with our vision and mission.

Position Summary

The Intake and Information Officer responds to inquiry calls from individuals and service providers. They support the advocacy teams by ensuring accurate and quality information is captured to ensure efficient and timely advocacy services can be provided. Good communication, ability to quickly build rapport with people and excellent organisational skills are required.

Whilst this role is largely office based, the Intake officer can accompany an advocate to networking meetings, educational presentations or meetings with clients.

Key responsibilities

Coordinate the Intake of ADACAS client matters

- Receive and process requests for intake to ADACAS Advocacy services.
- Analyse the information provided by the client or referrer and research all pertinent areas before triaging the issue.
- When appropriate, provide information and support to the client so that they can undertake self-advocacy.

- Where an advocacy issue is not identified, facilitate referral to a service who can best meet the needs of the client.
- Participate at the weekly Intake meeting and assist in assigning cases to Advocates.
- Manage the ADACAS Intake box and delegate matters.
Model a mature and empathic response to clients, and ensure communication is conducted at a high standard.

Quality assurance

- Apply continuous improvement and quality assurance activity within the Intake and Information Team.
- Contribute to the development and maintenance of the ADACAS quality management system.

Member of the Team

- Actively participate in regular Staff Team meetings and planning, budget and other meetings that require Staff Team input.
- Undertake regular supervision and performance appraisal with the Operations Manager.
- Work with the Staff Team to promote teamwork and ensure there is good morale across ADACAS.

Administration and organisation

- Ensure all activities within responsibility are recorded accurately on Salesforce and are up to date, giving guidance to any other Intake and Information staff in this process.
- Ensure all duties are undertaken within the hours allocated to the position.

Additional Duties

- Responding to inquiries, greeting clients and other visitors to the ADACAS office.
- Represent ADACAS on committees, stakeholder networks and at forums as determined by the Management Team.

Skills and Experience

Experience and knowledge

- Experience in working with and or advocating for people with a disability, older people, people living with mental ill-health, the CALD community and Aboriginal and/ or Torres Strait Islander peoples within a social justice framework.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- Experience working within a not-for-profit organisation or similar.
- Sound knowledge and application of the MS Office suite of applications and working with a CRM.
- Personal values that align with those of a Human Rights organisation

Skills

- Excellent interpersonal skills, teamwork and ability to work autonomously with minimal supervision.
- Clear and empathetic phone manner.

- Ability to write factual accounts of discussions / interactions with clients and other stakeholders.
- Good organisational skills, attention to detail and time management.
- Good self-care practices and resilience.

Qualifications

- A tertiary qualification in human services / social work / behavioural science / community services OR an equivalent combination of relevant experience, education and/or training.
 - Current driver's licence
 - Current WWVP card
 - Current National Police Check
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Culture Charter

- **Social Justice** – We advocate for equitable access and fair and just outcomes via individual and systemic advocacy
 - **Integrity** – We are transparent, authentic and ethical in our work and guided by human rights principles
 - **Pursue Excellence** – We are continuously learning and working in collaboration & innovative ways to effect positive change & meaningful outcomes
 - **Reflective in our Practice** – We consciously work to build trust, increase self-awareness, and improve our practices through respectful and constructive dialogue
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Work Safety

ADACAS strives to provide a safe and healthy work environment for all employees, contractors and visitors. Its aim is to eliminate any hazard that could constitute personal injury or illness and it will do all that is reasonably practicable to ensure safe work practices are adopted and adhered to. Each employee is asked to take reasonable care to protect their own health and safety at work and also the health and safety of others in the workplace.

ADACAS is an EEO employer and we value diversity within our organisation.