

POSITION DESCRIPTION

Position Title	Intake & Engagement Practitioner
Program	Intake and Engagement Program
Employment Status	Full time
Tenure	Permanent
Classification	SCHADS Award Level 5
Position reports to	Intake and Engagement Team Leader
Location	Thomastown or Heidelberg; on the lands of Wurundjeri People

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



Hope
We believe that change is possible and achievable



Empowerment
We build on people's strengths and support their ability to make positive changes in their lives



Accountability
We are open and transparent in everything we do



Respect
We value all people



Trust
We act in an ethical, inclusive, professional and open manner

Position Purpose

The primary purpose of the Intake & Engagement Practitioner position is to provide comprehensive intake assessment and triage of, and client led service engagement for children, young people, and families.

Organisational outcomes are met by performing intake assessment, integrated service navigation, and administrative tasks as directed. The Intake and Engagement Practitioner is expected to utilise a therapeutic and trauma informed approach with parents, caregivers, children, and other stakeholders across all services.

Organisational Relationships

Supervisor	Intake & Engagement Team Leader
Direct Reports	N/A
Internal Relationships	<ul style="list-style-type: none">• Chief Executive Officer• Executive Team• Direct Reports• All staff
External Relationships	<ul style="list-style-type: none">• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders.• Professional networks

Key Responsibilities

About Intake and Engagement Services

- The Intake and Engagement Service is a central component of Client Services.

Practice & Teamwork

- To work collaboratively with systems that support children and young people who have been harmed by family violence, sexual abuse, or exhibit problematic sexual behaviours. This includes but is not limited to extended family networks, DHHS Child Protection, the Orange Door, Centres Against Sexual Assault, Schools, Early Years Services, and Out of Home Care placements.
- To work collaboratively with systems that support fathers who previously has used violence in their relationships and the impact this had on their children. Demonstrate inclusive practice with people in a fathering role, including men causing harm by Family Violence, to encourage meaningful engagement with Kids First programs.
- Conduct referral assessments by telephone, video, or direct work, including case consultancy in partnership Team Leader, and other Team Leaders in therapeutic service.
- Develop safe, client centred, child inclusive service recommendations with clearly articulated goals in partnership with families and other key stakeholders.
- Contribute to Kids First reputation for practice leadership and quality through networking opportunities and partnerships. This includes attending care team meetings and advocating for family-led decision-making.
- Undertake project tasks or portfolios as assigned by the Team Leader such as single support sessions with families, brief intervention work along with the therapeutic service prevention team.

Administration

- Maintenance of high-quality case documentation, ensuring a thorough record-keeping of all relevant information, but also ensuring that documentation is organised, accurate, and easily accessible for future reference.
- Regularly meeting KPIs.
- Utilisation of supervision, both operational and clinical. Supervision will also include facilitation of professional development opportunities, thereby fostering a culture of continuous improvement and accountability within the team

Quality and Risk Management

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.
- Undertake professional development to maintain best practice in relation to current service engagement and therapeutic interventions, including supervision as per Kids First Supervision Policy.
- Adhere to Kids First Policies and Procedures and current risk management compliance for Kids First programs
- and participate in continuous quality improvement.
- Meet relevant service targets and standards regarding case notes and data input.

Quality and Risk Management

OHS

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Capability Framework – key selection criteria

Formal Qualifications	<ul style="list-style-type: none"> • Minimum Tertiary qualification in social work. • Equivalent qualifications and experience psychology, counselling, or a related social welfare discipline.
Skills & Experience	<ul style="list-style-type: none"> • Demonstrated experience in a similar role. • Highly developed written, verbal, and interpersonal communication skills, including culturally safe and sensitive practice with families and professional interpreters. • Experience in applying MARAM or CRAF for “whole of family” violence risk assessments and safety planning. • Ability to apply organizational practice models, procedures, theoretical frameworks, and relevant legislation when working with clients. • High level skills to engage, triage and assess clients in an effective, safe, and timely manner (including crisis calls and unannounced walk ins). • Demonstrates responsibility for independent work outputs and supports the team to achieve desired results. • Has a level of maturity and practice experience suited to conducting comprehensive service intake assessments with clearly articulated formulations and recommendations.
Other Selection Criteria	<p>Highly Regarded</p> <ul style="list-style-type: none"> • Training in Single Session Framework, or Client Centered Practice • Demonstrated experience working with two or more of the below: <ul style="list-style-type: none"> • Women and children victim-survivors of family violence • Children and youth who have been harmed by sexually abusive behaviors. • Children and youth presenting with sexualised behaviors. • Fathers and men seeking to change their use of family violence and repair their parenting relationship. • Current Victorian Working with Children Card • Willingness to undertake a Police Check • A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.

Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
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Demonstrated robustness, resilience and level of maturity that supports flexibility as well as independent practice	Daily
A demonstrated level of self-awareness related to own practice and relationships with others and a commitment to critical reflective practice	Daily
Manage competing priorities	Daily
Computer based activities (including phone work)	Daily
Walking, climbing stairs, bending	Daily
Standing, Sitting	Daily
Dealing with confrontation	Occasional
Judgement and decision making	Regularly
Time Management	Daily
Following instruction/taking directions	Daily