



Presbyterian Support
Upper South Island

Position Description

Intake Coordinator

Department: Family Works
Location: Te Korowai

Responsible to: Area Manager Family Works – Christchurch & Environs

Direct Reports: N/A

ROLE DESCRIPTION

The purpose of this role is to facilitate the intake process for new referrals to the Family Works - Community services including waitlist prioritisation, triage and delegation of clients within the Family Works – Community team and support and redirection of any referrals not relevant to PSUSI. This will include database administration including the collection, preparation and management of client data for statistics and reporting.

This role will also provide brief intervention clinical support to new referrals where relevant and group planning, support and facilitation when required.

Key Relationships	Purpose of interaction
Internal Area Manager Family Works – Chch & Environs Family Works Team Leaders Family Works employees – Chch & Environs Administrative employees at Te Korowai	Support & communication Support, communication & supervision Support & Workload delegation Support & collaboration
External Referrers Clients & whanau Relevant community providers	Liaison Support & communication (some intervention) Liaison

KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. Respond to Family Works referrals and enquiries for the Christchurch & Environs area in a professional and timely manner and support the delegation of cases to the Family Works team.</p>	<ul style="list-style-type: none"> • Responds to new referrals for Family Works – Community team with relevant information and strong customer service • Provides appropriate and accurate information as necessary to referrers and/or clients • Maintains up to date knowledge of Presbyterian Support’s services, Family Works team members and other relevant community services as to provide effective support for enquiries • Gathers information necessary for each referral to assess the relevance to PSUSI services and utilise this assessment at triage meetings • Provides guidance and support to connect any referrals not appropriate for PSUSI services to the relevant services ensuring the referrer feels supported in the process • To accurately collect and record required client information on relevant forms/databases • Work closely with the Team Leaders and attend the weekly triage meeting to allocate cases to staff based on workload capacity. • Maintains confidentiality of all client information and abides by Privacy Act requirements
<p>2. Provides brief clinical intervention to reduce waitlist as appropriate when directed by Team Leaders</p>	<ul style="list-style-type: none"> • When appropriate, provides brief intervention and navigation for clients prior to or instead of delegation to a Family Works team member • Create a positive and respectful environment that supports the young person in the environment of brief intervention including via phone, digital means or face to face • Will provide advocacy on behalf of the young person as appropriate • Ensure all information relating to brief intervention is recorded in the relevant client notes and database. This includes maintaining client details, assessment information, goal plans, activity management or any other activity or intervention provided. • Facilitates or co-facilitates group programmes as required and in line with any training or guidelines provided for the specific programme
<p>3. Provides scheduling, training and administrative support for the Family Works team based in Christchurch</p>	<ul style="list-style-type: none"> • To ensure the Family Works appointment scheduler is kept up to date, cancels and reschedules appointments where possible • Ensures client statistical data is entered into the computer accurately and consistently and is reported on as required • Train new employees in database entry, use of forms etc as required • To monitor the processing of contracted/funded referrals • To monitor the process of these referrals within the requirements set

	<p>out in the contract eg Invoicing, Session Limits, Reporting</p> <ul style="list-style-type: none"> • Ensures client evaluation are mailed out as required • To produce client and financial performance reports as required by staff • To provide administrative support to Family works employees including undertake word processing and typing as required. • Confidentiality of all information is maintained at all times, through the use of passwords or other means as agreed. • To ensure Family Works client's closed records are filed in a secure place in accordance with Section 2.2 Control of Records – Service Manual • Files Family Works closed records in alphabetical order in secured file room and destroys client records older than 10 years on an annual basis
4. Actively contributes to the sustainability of PSUSI services	<ul style="list-style-type: none"> • Protects and promotes the PSUSI brand to ensure a positive reputation in the community • Is supportive of and actively contributes to fundraising and marketing initiatives where required. • Demonstrates organisational values
5. Stays up-to-date with advancements in field and has a focus on professional development	<ul style="list-style-type: none"> • Professional development opportunities are sought proactively for self • Development requirement are signalled in advance to line manager for approval • Competence and skill level is maintained to perform role to highest ability • Maintains a good understanding of current best practice in field of work and adapts accordingly • Meets objectives set as annual performance reviews • Preparation for and attendance at monthly clinical and admin supervision
6. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> • Ensures that a safe and healthy working environment is maintained at all times • Actively contributes to a safety and wellbeing conscious culture • Complies with Health and Safety policies, regulations and legislation • Takes responsibility for your own health and safety and ensures no action or inaction on your own part harms others in the workplace • Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly • Has knowledge and is able to apply emergency procedures
7. Attends to other duties as required	<ul style="list-style-type: none"> • To provide cover or support to the Administrators at Te Korowai during absences and as required

	<ul style="list-style-type: none"> • Perform a vital role in the family works team by supporting new staff, maintaining strong relationships with team members, being present in the office and at team meetings. • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended from time to time by Presbyterian Support Upper South Island.
--	---

PERSON SPECIFICATION

Qualifications

Essential	Desirable
	<ul style="list-style-type: none"> • Relevant tertiary qualification

Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum of 2 years relevant experience working in the social service sector or similar • Demonstrated experience working with similar client base and an understanding of the range of opportunities and challenges influencing this group • A working knowledge of relevant legislations including Oranga Tamariki Act 1989 and Family Violence Act 2018 • Sound computer skills including the use of email, internet and Microsoft applications (Word/Excel/PowerPoint) • Demonstrated ability to respect and adheres to confidentiality and professional boundaries • Group facilitation experience or willingness to train in this area 	<ul style="list-style-type: none"> • Experience in working with Maori and Pasifika

Skills and Personal Attributes:

- A desire to learn and have input into system and team development
- Have initiative with developing systems for recording and carrying out administrative tasks
- Motivated and enthusiastic to make a difference
- Able to take responsibility, show initiative and is punctual and self-motivated
- Highly organised with the ability to prioritise and meet expected deadlines

- Ability to manage confidential information with responsibility and integrity
- Commitment to ongoing professional development
- Ability to manage stress and handle emotional situations while retaining empathy
- Excellent interpersonal skills – ability to build rapport with clients, colleagues and stakeholders
- Creative problem solving
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi