

POSITION DESCRIPTION



Position Summary	
Role Title	Intake Worker
Reports to	Aboriginal Lead Facilitator
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification	Level 5, Pay Point 1 - 3
Employment	Full time ☐ Part time, 3 days a week ☒ 1 Year Contract ☒
Location	Lakes Entrance

Our vision

Aboriginal people enjoy their culture, family, work and community life in a safe environment free from violence.

Our mission

Prevent and eliminate family violence so that individuals, families and our communities can live free from violence. We do this through wrap-around services and programs that support healing and cultural

Cultural statement

- Aboriginal and Torres Strait Islander peoples have the oldest continuous cultures in the world.
- YWAHS celebrates and takes pride in the rich spiritual connection, cultural values and practices of Aboriginal and Torres Strait Islander peoples.
- We celebrate the significant contributions made and cultures shared to enrich all communities.
- We acknowledge and respect the special place of the Traditional Owners.
- We appreciate and value the opportunity to live, work and thrive on their lands.

Our principles and values

SELF DETERMINATION A fundamental principle and practice that supports the exercise of true freedom. Full and total control of Aboriginal and Torres Strait Islander peoples' safety, healing, connections to land, country, culture, communities, and futures.

FREE FROM VIOLENCE Everyone has the right to live free from family violence and the fear of family violence.

CULTURAL RESPECT Recognising the cultural diversity that exists among our staff, clients and their families. Respecting the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples.

HOLISTIC APPROACH Encompassing the wellbeing of an individual, family and community. Recognising not only the physical but the social, cultural, spiritual, emotional and environmental influences of health and wellbeing.

INTEGRITY, TRUST and HONESTY in all our activities. Treating everyone equally, with courtesy, honesty respect and fairness. Being non-judgemental, and modelling ethical behaviour and practice.

ACCOUNTABILITY and PROFESSIONALISM Commitment to delivering safe and professional services to the community. Ensuring cultural appropriateness. Respecting personal and diverse boundaries and practices. Delivering outcomes for clients, community and the organisation.

COLLABORATIVE RELATIONSHIPS with our clients, community, partner agencies, governments and stakeholders to ensure coordination.

KINDNESS, COMPASSION, COURTESY and DIGNITY in our relationships with our clients, our stakeholders and with each other. Valuing the diversity of people and showing proper regard for their interests and **HUMAN RIGHTS**.

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CHILD SAFE YWAHS is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement. YWAHS is an equal opportunity employer and has a smoke-free workplace policy.

MARAM This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 1) which requires mandated MARAM Family Violence Comprehensive training and MARAM Comprehensive responsibilities.

Role Purpose

The Intake Worker plays a critical role in supporting Aboriginal individuals and families impacted by family violence.

Using the **MARAM Framework**, the Intake Worker conducts initial risk assessments, provides culturally safe referrals, and supports Community members in accessing appropriate services such as the **'Building Strong Dads Yarning Together – an Aboriginal-led fathering program'**.

This role applies trauma-informed, healing-centred, and culturally responsive practice.

Key Accountabilities

Program and Service Delivery

- Conduct initial intake and risk assessments using the **Multi-Agency Risk Assessment and Management (MARAM) Framework**.
- Intake and assess the referrals for participation in the Building Strong Dads Yarning Together – an Aboriginal-led fathering program
- Prioritise client safety and wellbeing through culturally safe and trauma-informed approaches.
- Provide referrals and service navigation support across YWAHS and external agencies.
- Maintain accurate and confidential client records in accordance with legal and organisational standards.
- Collaborate with clinical, therapeutic, and community teams to ensure holistic care.
- Participate in team meetings, supervision, and continuous improvement activities.

Other employee requirements

Quality and Risk Management

Actively participate and incorporate continuous quality improvement and sound risk management principles to all aspects of the role and in accordance with YWAHS policies.

Workplace Health and Safety (WH&S)

- Ensure a safe working environment is maintained for all YWAHS staff and clients.
- Ensure all WH&S processes and procedures are adhered to.
- Ensure all safety signage is in full view and in a language that is clear and precise.
- Ensure risk assessments are completed and authorised prior to the commencement of activities.

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Cultural Diversity

Actively participate in a continuous process of developing cultural competence by broadening knowledge of and respect for diverse individuals and communities, with particular emphasis on the Wellington and East Gippsland demographic.

Teamwork

Work proactively with all members of the YWAHS Team in supporting the organisations aspirations and its strategic aims.

Other

May be required to perform other duties not specified within this document but commensurate with their classification, experience, and skills.

Required knowledge and skills (key selection criteria)

Selection Criteria

Essential

- Demonstrated understanding of Aboriginal culture and the impacts of family violence in Aboriginal communities.
- Experience in intake, assessment, or case coordination roles within community or health services.
- Knowledge and application of the **MARAM Framework** in family violence contexts.
- Experience in MARAMIS & Safety Planning for the Affected Family members (adults, young people and children) and the MARAMIS Person Using Violence.
- Strong communication and interpersonal skills, with the ability to engage respectfully with clients and stakeholders.
- Ability to work independently and collaboratively in a multidisciplinary team.

Desirable

- Qualifications in social work, community services, counselling, or related fields.
- Experience working within an Aboriginal Community Controlled Organisation (ACCO).
- Familiarity with trauma-informed and strengths-based approaches.

Mandatory role requirements

Mandatory Qualifications – Recommendation 209

This position is subject to the **Mandatory Minimum Qualifications Policy** for specialist family violence practitioners (Recommendation 209). Applicants must meet one of the following:

- Hold a Bachelor of Social Work or equivalent qualification, or
- Hold a related qualification (e.g. social work, youth work, community services) plus 5+ years relevant experience, and be willing to undertake further study, or
- Be eligible under the 10-year pathway for candidates with significant cultural knowledge or lived experience.

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Other Requirements

- Current satisfactory National Police check
- Valid Working with Children check (WWC)
- Current Victorian Drivers Licence
- Travel between sites will be required
- COVID Vaccination (3 doses)

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Job Demands Checklist

YWAHS endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency Definitions

I	Infrequent	Activity required occasionally, not necessarily all shifts
O	Occasional	Activity required occasionally, not necessarily all shifts
F	Frequent	Activity required most shifts, up to 50% of the time
C	Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A	Not applicable	Activity not performed

Normal workplace aspects of the role		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				X	
Standing	Remain standing to perform tasks		X			
Walking	Periods of walking required to perform tasks			X		
Bending	Forward bending from waist to perform tasks		X			
Kneeling	Remaining in a kneeling position to perform tasks		X			
Lifting/Carrying	Light lifting and carrying		X			
Lifting/Carrying	Moderate lifting and carrying - e.g. trolleys, tubs, car seats, shade structures, eskies. Lifting/moving tubs of materials & equipment in/out of cars and from store to activity rooms for activities.		X			
Lifting/Carrying	Assisted lifting (lifting with assistance from another person) – e.g. shade structures, eskies	X				
Lifting/Carrying	Level of fitness required for physical activities such as moving trailer and attaching and detaching from vehicle					X
Driving	Driving to and from activities across the region and transporting equipment and passengers	X				
Climbing	Ascending and descending ladders					X
Pushing/ Pulling	E.g. Moving trailer and attaching and detaching from vehicle.					X
Repetitive	Use of keyboard, typing, entering data etc.		X			

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X
Employee signature

X
Employee name (Printed)

Date: