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# Information Pack

## *Central Intake Worker 38 hours per week.*

TFSS is looking for a full-time Central Intake Worker to join our team.

The successful candidate will be one of the organisations first points of contact, providing high quality communication and administrative support, with the ability to work independently and relate to individuals and families with complex needs.

All staff are valued and respected and are presented with genuine opportunities to develop to their full potential. TFSS recognises the importance of a healthy work/life balance, and you will enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$36:00 and \$41:52 dependent on relevant skills and experience. In addition, salary packaging benefits are available for TFSS staff, where you can package up to \$15,900 tax- free per annum.

### **Included in the package you will find:**

- The Job/Position Description including the Competencies and Outcomes required for the position.

### **Please return your application to:**

Human Resources Officer  
TFSS  
P.O. Box 1088  
TAMWORTH NSW 2340  
or via email to: [applications@tfss.com.au](mailto:applications@tfss.com.au)

### **Please ensure that you include the following in your application(s) :**

- Your up to date resume, including three work-related referees (including one from your current manager) and,
- A cover letter outlining your suitability for the role and how you meet each of the Competencies and Outcomes as listed in the position description for this position.

### **Selection for interview will be based on:**

- Applicants returning the above documents, and satisfactorily demonstrating how they meet each of the Competencies and Outcomes

*Aboriginal and Torres Strait Islander people are encouraged to apply.*

**Applications close when the position is filled.**

Position Description	
1. Position Title	Central Intake Line Worker
2. Service	Corporate Services
3. Program	Administration
4. Location	Tamworth
5. Reporting Manager/ Team Leader	COO or delegate
6. Relevant Award(s)	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
7. Classification	Social and community services employee \$36:00 -\$41:52 per hour dependant on dependent on relevant skills and experience
8. Position Terms	Permanent full-time 38 hours per week
9. Probationary Period	6 months

Competencies and Outcomes
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>I. Minimum Certificate IV in Business Administration, Community Services or equivalent or progressing towards with experience or extensive demonstrated experience.</li> <li>II. Demonstrated high level of communication with people from diverse backgrounds and with complex needs</li> <li>III. entry level for graduates with a relevant three year degree that undertake work related to the responsibilities under this level;</li> <li>IV. entry level for graduates with a relevant four year degree that undertake work related to the responsibilities under this level; or</li> <li>V. associate diploma with relevant experience;</li> <li>VI. Demonstrated ability to use initiative be self directed and work as part of a team.</li> <li>VII. Demonstrated ability to work with clients with complex needs</li> <li>VIII. Demonstrated ability to develop and/ or assist with the development of internal referral lines</li> <li>IX. Demonstrated high level of administration skills including the use of Microsoft products and data collection systems</li> <li>X. Understanding of cultural issues with the ability to work with minority groups such as those of Aboriginal and Torres Strait Islander and non english speaking backgrounds.</li> <li>XI. Understanding of child protection and mandatory reporting requirements.</li> <li>XII. Driver's Licence</li> <li>XIII. Working with Children Check employee number</li> <li>XIV. Proof of COVID-19 Vaccination</li> </ul>
<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>I. An understanding of TFSS' Programs</li> <li>II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines</li> <li>III. Understanding of the demographics and relevant issues within the geographical area of the program</li> <li>IV. Registered and comprehensively insured motor vehicle</li> <li>V. National Police Criminal History Check</li> <li>VI. First Aid Certificate</li> </ul>

## Organisation Objectives

TFSS is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 90 staff across all programs, operating in Tamworth and surrounding areas including Armidale, Inverell, Gunnedah, Narrabri, Quirindi, Manilla, Barraba and Moree.

TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of TFSS is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

## Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families, and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

## TFSS Vision

Thriving Communities, Endless Possibilities

## TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions, and provide services. We define these values as:

- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Integrity: To always act with honesty and professionalism
- Partnerships: To work collaboratively to deliver the best outcomes
- Diversity: To accept and appreciate differences

## Program and Position Objectives

Tamworth Family Support Service (TFSS) offers a number of funded services/programs to the community. The aim of Central Intake is to direct phone calls appropriately and to ensure each client receives professional and appropriate services and referrals to both internal programs and externally to other services.

The Central Intake Worker will also:

- Provide high quality services directly and indirectly to those requesting assistance from TFSS
- To provide high quality administrative support to the Central Intake Operations including but not limited to WAM
- To provide high quality reception service as a first point of contact for the organisation
- To assist in developing and implementing relevant internal referrals and referral processes
- Establish a rapport and communicate well with people
- Maintain and enhance the reputation of the organisation
- Work with and develop a relationship with internal and external stakeholders
- Accept responsibility for specific tasks and be accountable
- Adapt and change to meet the needs of the organisation
- Work with limited supervision, manage time efficiently and meet set deadlines
- Follow processes and systems to maintain accurate records
- Triage calls to establish crisis responses or outreach responses
- Maintain knowledge of the communities, other services and resources available to clients and community members

Key Capabilities		
Stream	Descriptor	Tier
<b>Community and Interagency Relations</b> (Community engagement, sectoral awareness and working collaboratively with other stakeholders in formal and informal partnerships)	Networks and Stakeholders Community  Partnerships and collaboration  Knowledge of Community  Social Justice	<b>1.2.1</b> Researches community needs and concerns and provides community development/education. <b>1.1.2</b> Contributes to staff forums and meetings about key community issues <b>1.2.3</b> Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes. <b>1.2.4</b> Maintains detailed understanding of current community issues and knowledge of relevant organisations. <b>1.4.5</b> Demonstrates commitment to social justice and social inclusion and the development of a strong community sector
<b>Professionalism</b> (Skills associated with professional conduct such as self-management, ethical behaviour, taking responsibility, problem solving and initiative)	Time Management  Ethics  Taking Responsibility  Problem solving  Initiative and Enterprise	<b>2.3.1</b> Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met. <b>2.4.2</b> Models organisational values and preferred behaviours and promotes the Code of Conduct. <b>2.2.3</b> Takes responsibility for work outcomes and assists others to understand role and responsibility, <b>2.2.4</b> Assists with resolution of clients, members and colleagues problems. <b>2.2.5</b> Demonstrates initiative and enterprise and supports others to work more effectively.
<b>Communication</b> (All forms of communication, such as advocacy, negotiation, written and verbal communication and interpersonal style)	Advocacy  Written Communication  Verbal Communication  Public  Interpersonal Skills	<b>3.3.1</b> Articulates clear and persuasive messages about key issues when advocating or negotiating for clients, members and on behalf of the organisation. <b>3.2.2</b> Writes accurate, clear and informative reports and communications that meet the needs of their intended audiences. <b>3.3.3</b> Provides informed, meaningful and relevant messages when communicating with staff, clients and members. <b>3.2.4</b> Uses relevant facts to express clear and logical arguments and opinions in meetings and other forums. <b>3.2.5</b> Demonstrate appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communication.

Key Capabilities		
Stream	Descriptor	Tier
<b>Leadership and Teamwork</b> (Leadership and challenges associated with working together, such as dealing with difference, conflict, shared goals and team morale)	United Vision  Strategic Focus  Team Dynamics  Conflict Management  Diversity	<b>4.2.1</b> Generates ideas for innovation and enhanced working practices to achieve organisational mission. <b>4.2.2</b> Contributes to team plans and relates team work to strategic objectives. <b>4.2.3</b> Offers constructive feedback and provides balanced and informed perspective at team meetings. <b>4.2.4</b> Recognises the differences of opinion and work towards the resolution of team conflict. <b>4.2.5</b> Builds team spirit and supports team members development.
<b>Resources, Assets and Sustainability.</b> (Necessary skills in the effective use of financial resources, assets and equipment as well as building the organisation's assets and sustainability.	Procurement  Equipment and assets	<b>5.2.3</b> Researches market and attains value for money when making purchases or contracting work. <b>5.1.4</b> Takes care when using and maintaining equipment and aids.
<b>Service Delivery</b> (Working with a broad range of clients, communities and stakeholders, maintaining awareness of client issues and ensuring client dignity and confidentiality)	Reflective Practice  Knowledge of client issues Client Outcomes  Diversity  Client confidentiality and dignity	<b>6.2. 1</b> Demonstrates reflective and evidence based practice. <b>6.3.2</b> Demonstrates detailed knowledge of client member issues and builds research links. <b>6.2.3</b> Provides clients with high quality service and appropriate referrals <b>6.4.4</b> Champions respect for diversity and importance of culturally appropriate behaviour. <b>6.4.5</b> Fosters a culture of respect for clients confidentiality and dignity

Key Capabilities		
Stream	Descriptor	Tier
<b>Program Management and Policy Development</b> Necessary skills in the management of programs, campaigns, projects and contracts as well as policy development and implementation to guide work practices.	Policy Development and Implementation	<b>7.2.1</b> Participates in the review and development of policies and utilises policy and procedures to guide work practices.
	Program Development	<b>7.2.2</b> Contributes to program objectives, develops and implements simple project plans.
	Achieving Results	<b>7.2.3</b> Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.
	Complaints handling and continuous improvement	<b>7.2.5</b> utilises feedback from complaints to improve programmes and reviews own performance
<b>Change and Responsiveness</b> (Adapting to a change environment, responding to new and emerging trends through skill acquisition, the use of technology and creative and innovative work practices)	Change adaptability	<b>8.2.1</b> Support change management and assists others to adapt and adjust to change.
	Multi-skilling	<b>8.2.2</b> Works collaboratively with people from different disciplines and share skills and knowledge.
	Creativity and Innovation	<b>8.2.3</b> Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement.
	Technology	<b>8.2.4</b> Supports the use of new technology and develops skills to master new technology.
	Learning and Development	<b>8.2.5</b> Maintains awareness of own skill and skill needs, actively works to address skills gaps and assists others to identify training needs.
<b>Governance and Compliance</b> (Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance)	Strategy	<b>9.2.1</b> Contributes to teamwork plans and ensures that own work outcomes are achieved.
	Quality	<b>9.2.2</b> Contributes to the enhancement of quality practices and ensures that own work meets the organisations quality requirements
	Risk Management	<b>9.1.3</b> Ensures that risks are identified and reported in own work context.
	WHS	<b>9.2.4</b> Contributes to the identification of WHS risks and hazards and ensures safety in their own work context.
	Legislation and Compliance	<b>9.3.5</b> Manages work practices to comply with relevant legislation and licensing requirements

Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> <li>• Build and maintain a professional rapport with each service program within TFSS;</li> <li>• Implement an understanding of the Children and Young Persons (Care &amp; Protection) Act [1998];</li> <li>• Prioritise to achieve the objectives of TFSS and the objectives of each program;</li> <li>• Provide appropriate communication based on the audience receiving;</li> <li>• Follow processes and systems to maintain accurate records.</li> </ul>	As per TFSS policies and procedures
Responsibilities	<p>To contribute to the operational objectives of the work area, a position at this level may include some of the following:</p> <p>Undertake responsibility for various activities in a specialised area;</p> <ul style="list-style-type: none"> <li>• Exercise responsibility for a function within the organisation;</li> <li>• Allow the scope for exercising initiative in the application of established work procedures;</li> <li>• Assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of such an employee within the workplace;</li> <li>• Provide administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work;</li> <li>• Assist with or provide a range of records management services, however the responsibility for the records management service would not rest with the employee;</li> <li>• Proficient in the operation of applicable computer programs;</li> <li>• Supervise a limited number of lower classified employees or volunteers;</li> <li>• Allow the scope for exercising initiative in the application of established work procedures;</li> <li>• Deliver single stream training programs;</li> <li>• Co-ordinate elementary service programs;</li> <li>• Provide assistance to senior employees;</li> <li>• Where prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:               <ul style="list-style-type: none"> <li>– undertake some minor phase of a broad or more complex assignment;</li> <li>– perform duties of a specialised nature;</li> </ul> </li> </ul>	As required

Position Specific Function		
Key Performance Area	– Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> <li>– provide a range of information services;</li> <li>– plan and co-ordinate elementary community-based projects or programs;</li> <li>– perform moderately complex functions including social planning, demographic analysis, survey design and analysis.</li> </ul>	
Workplace Standards	<ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy;</li> <li>• Promote and demonstrate a commitment to continuous improvement across TFSS;</li> <li>• Understand and comply with TFSS policies, procedures, and workplace standards;</li> <li>• Maintain and ensure privacy and confidentiality;</li> <li>• Take active responsibility for your own well being in the workplace and gain assistance if required;</li> <li>• Use TFSS resources efficiently and effectively and treat them with due care;</li> <li>• Advise your manager of any obligations in relation to secondary employment;</li> <li>• Report any improper conduct;</li> <li>• Assist in the general maintenance, cleanliness and presentation of workplace facilities.</li> </ul>	As per TFSS policies and procedures
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> <li>• Sound skills in oral and written communication with clients and other members of the public;</li> <li>• Thorough knowledge of work activities performed within the workplace;</li> <li>• Sound knowledge of procedural/operational methods of the workplace;</li> <li>• May utilise limited professional or specialised knowledge;</li> <li>• Working knowledge of statutory requirements relevant to the workplace;</li> <li>• Ability to apply computing concepts.</li> </ul>	As required
Organisational relationships	<ul style="list-style-type: none"> <li>• Graduates work under direct supervision</li> <li>• Works under general supervision except where this level of supervision is not required by the nature of the responsibilities undertaken (<i>see Responsibilities above</i>);</li> <li>• Operate as member of a team;</li> <li>• Supervision of other employees.</li> </ul>	As required
Finance and Administration	<ul style="list-style-type: none"> <li>• Accurately and objectively report feedback;</li> <li>• Ensure completion of timesheets and have them sent through to the Service Stream Manager weekly/fortnightly;</li> <li>• Ensure all appropriate receipts and travel claims are sent through with time sheets.</li> </ul>	As per TFSS policies and procedures



Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Professional Development	<ul style="list-style-type: none"> <li>Actively participate in 1:1/supervision;</li> <li>Assist management to identify employee's own professional development needs;</li> <li>Attend relevant professional development opportunities in order to fulfil your role;</li> <li>Participate in cultural competencies, training and activities;</li> <li>Where required, provide in-house training to other TFSS staff at the completion of training attended outside the service;</li> <li>Actively participate in a service evaluation and staff appraisals, review of job descriptions;</li> <li>Attend relevant meetings in relation to your role.</li> </ul>	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p>
Safety & Risk Management	<ul style="list-style-type: none"> <li>Take reasonable care of your own health and safety;</li> <li>Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others;</li> <li>Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act;</li> <li>Raise any concerns in relation to WHS with your Health and Safety Representative or Manager;</li> <li>Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately;</li> <li>Report to work in a fit and proper condition, so that you are able to competently undertake your duties.</li> </ul>	As per TFSS policies and procedures
Client Safety & Child Protection	<ul style="list-style-type: none"> <li>Provide a safe, comfortable physical environment for clients and their children;</li> <li>As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people;</li> <li>Report any misconduct committed by staff against a person under 18 years;</li> <li>Ensure that your actions do not expose clients or children to harm;</li> <li>Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW).</li> </ul>	<p>As per Children's and Young Person's (Care and Protection) Act</p> <p>Chapter 16 A</p>
Professionalism and Conduct	<ul style="list-style-type: none"> <li>Work as part of a team in delivering quality outcomes for TFSS;</li> <li>Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders.</li> </ul>	As per TFSS policies and procedures



Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Complaints	<ul style="list-style-type: none"> <li>All complaints are acted on and handled within policy;</li> <li>Manager is aware of complaints immediately.</li> </ul>	As per TFSS policies and procedures

Extent of Authority
<ul style="list-style-type: none"> <li>Act within policy and procedure;</li> <li>Graduates receive instructions on the broader aspects of the work;</li> <li>Freedom to act within defined established practices;</li> <li>Problems can usually be solved by reference to procedures, documented methods and instructions;</li> <li>Assistance is available when problems occur.</li> </ul>

Decisions that are Referred to your Manager
<ul style="list-style-type: none"> <li>All issues that require a sign off/approval from the Service Stream Manager or those with the delegation of authority to do so;</li> <li>Issues outside of policy guidelines;</li> <li>Complaints from families or service providers;</li> <li>Requests for new business from Funding Bodies;</li> <li>Complaints from Funding Bodies.</li> </ul>

Conditions of Employment:
<p>All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Board from time to time.</p> <p>It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.</p>

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Employee's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
CEO/Manager's Signature

\_\_\_\_\_  
Dated

\_\_\_\_\_  
CEO/Manager's Name