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# Information Pack

*Central Intake Line Worker  
35 hours per week.*

Dear Applicant,

TFSS is looking for a full-time Central Intake Line Worker to join our Service Stream 5 Team.

As the organisations' first point of contact, the successful candidate, will utilise their exceptional communication skills, to provide a high standard of administration and service, directly and indirectly to those requesting assistance from TFSS.

All staff are valued, 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 may enjoy some flexibility in your working hours if required.

Remuneration for this role will be paid at an hourly rate of between \$32.54 and \$34.90 per hour 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(s) to:**

Human Resources Officer  
Tamworth Family Support Service  
P.O. Box 1088  
TAMWORTH NSW 2340

**Or by email to:**

applications@tfss.com.au

**Please ensure that you include the following in your expression of interest;**

- Your up to date resume, including three work-related referees (a minimum of one must be from within the previous 3 years) 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 both the above documents

**For more information contact:**

Annette Pascoe  
Service Stream 5 Manager  
Ph- 02 6763 2333

**Applications close when the position is filled**

## Position Description

<b>1. Position Title</b>	Central Intake Line Worker
<b>2. Service</b>	Corporate Services
<b>3. Program</b>	Administration
<b>4. Location</b>	Tamworth
<b>5. Reporting Manager/ Team Leader</b>	Service Stream 5 Manager
<b>6. Relevant Award(s)</b>	Social, Community, Homecare and Disability Services (SCHADS) Industry Award (MA000100)
<b>7. Classification</b>	Social and community services employee, Level 3.1
<b>8. Position Terms</b>	Permanent full-time 35 hours per week
<b>9. Probationary Period</b>	6 months

### Competencies and Outcomes

#### Essential:

- I. Certificate III or IV in Business Administration, Community Services or equivalent or progressing towards with experience or extensive demonstrated experience
- II. Demonstrated high level of communication with people from diverse backgrounds and with complex needs
- III. Demonstrated ability to work in a team environment as well as be self-directed
- IV. Demonstrated ability to work with clients with complex needs
- V. Demonstrated ability to develop and/ or assist with the development of internal referral lines
- VI. Demonstrated high level of administration skills including the use of Microsoft products and data collection systems
- VII. Satisfactory Working with Children Check
- VIII. Current Drivers Licence
- IX. An understanding of the Tamworth Family Support Programs
- X. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines
- XI. Registered and comprehensively insured motor vehicle
- XII. Proof of COVID-19 Vaccination

### Tamworth Family Support Service Values

#### TFSS Vision

Thriving Communities, Endless Possibilities

#### 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.

### Organisation Objectives

Tamworth Family Support Service (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 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 the Tamworth Family Support Service is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.

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

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

### Program and Position Objectives

The Tamworth Family Support Service (TFSS) offers a number of funded services/programs to the community. The aim of the Central Intake Line 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 position will also assist in:

- Providing high quality services directly and indirectly to those requesting assistance from TFSS
- The development of improving internal service collaboration
- The further development of the organisation
- Administration support and participation within the Weekly Allocation Meeting (WAM)

### Position Specific Functions

- To provide high quality administrative support to the Central Intake Line 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 fellow staff members
- Accept responsibility for specific tasks and be accountable
- Adapt and change to meet the changing 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  Social Justice	<b>1.1.1</b> Utilises own community networks to achieve established outcomes. <b>1.1.2</b> Contribute to staff forums and meetings about key community issues. <b>1.2.2</b> Participates effectively in networks and community meetings to advance organisational objectives. <b>1.2.3</b> Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes. <b>1.2.5</b> Demonstrates commitment to social justice and social inclusion.
<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>2.2.1</b> Manages time and uses tools effectively to assist with planning and organising. <b>2.4.2</b> Models organisational values and preferred behaviours and promotes the Code of Conduct. <b>2.1.3</b> Takes responsibility for work outcomes and enacts authority as defined in the Position Description. <b>2.1.4</b> Demonstrates common sense and uses established strategies to solve routine problems. <b>2.1.5</b> Contributes to ideas for improved ways of working.
<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>3.2.1</b> Advocates for clients to advance their interests <b>3.1.2</b> Provides accurate written information using forms, log books, templates appropriate to the task. <b>3.1.3</b> Speaks politely and explains issues and information clearly to clients, members and colleagues. <b>3.1.4</b> Participates actively in staff meeting and shares information to improve work environment outcomes. <b>3.2.5</b> Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.
<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>4.1.1</b> Maintains enthusiasm and understands own role in achieving the organisational mission. <b>4.1.2</b> Follows work plan and prioritises key tasks. <b>4.1.3</b> Openly shares information, participates and contributes to team discussion. <b>4.1.4</b> Consider the views of others and aims for team cohesion. <b>4.1.5</b> Values diversity in the team and supports colleagues

Key Capabilities		
Stream	Descriptor	Tier
<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>5.1.3</b> Makes low cost purchases and achieves value for money. <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>6.2.2</b> Builds knowledge of client issues and requirements to improve practice <b>6.2.3</b> Provides clients with high quality service and appropriate referrals <b>6.3.4</b> Supports team to value and work effectively with client diversity <b>6.4.5</b> Fosters a culture of respect for clients confidentiality and dignity
<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.	Achieving Results  Complaints handling and continuous improvement	<b>7.2.3</b> Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets. <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 Multi-skilling  Creativity and Innovation  Technology  Learning and Development	<b>8.1.1</b> Maintains a positive approach to change and adapts to new or different ways of working. <b>8.1.2</b> Takes advantage of opportunities for learning and growing skills. <b>8.1.3</b> Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine change. <b>8.2.4</b> Supports the use of new technology and develops skills to master new technology. <b>8.1.5</b> Prepares own development plan in consultation with Service Stream Manager

Key Capabilities		
Stream	Descriptor	Tier
<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>9.1.1</b> Achieves targets in work plan and understands link with strategic goal.
	Quality	<b>9.1.2</b> 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>9.1.4</b> Ensures safety of self and others in work environment
	Legislation and Compliance	<b>9.2.5</b> Is aware of relevant legislation and licensing requirements and ensures compliance in work practice

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> <ul style="list-style-type: none"> <li>• Undertake responsibility for various activities in a specialised area;</li> <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> </ul>	As required

Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> <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> <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> </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

Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
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
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



Position Specific Function		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
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
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:**

All TFSS workers are bound by the terms and conditions contained within the:

- TFSS Letter of Engagement;
- The Position Description;
- The relevant Industrial Award (s);
- TFSS Policies and Procedures and program specific protocols and guidelines;
- The TFSS Code of Conduct, as amended and endorsed by the TFSS Board of Directors from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed from time to time to meet our operational needs and we (TFSS) reserve the right to vary the above position description at any time in response to the changing needs of the program and organisation.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Dated

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

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

\_\_\_\_\_  
Dated

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