



POSITION DESCRIPTION INTAKE WORKER

ABOUT SUFY

Speaking Up for You Inc (SUFY) is an independent Individual Social Advocacy Organisation for people with disability who live in Brisbane, Moreton Bay and Redlands regions. SUFY defends the human rights of the most marginalised and vulnerable people with disability including children and young people through advocacy to address injustices and make a positive difference to their lives.

Its key principles are:

1. Human rights: SUFY will promote and defend the human rights, lives, autonomy and relationships of each person with disability including children and young people whom we support in an advocacy relationship.
2. Social Justice: SUFY will operate in ways that support the achievement of rights, equity, access, participation, and equality in our advocacy work with each person.
3. Inclusion in Community Life: SUFY will operate in ways that value and support the inclusion of people with disability including children and young people to live a good life with choice in their diverse communities.
4. Priority of the most vulnerable and marginalised: In all its work SUFY will prioritise those who are most at risk and least able to speak up for themselves.

SUFY is a small special-purpose organisation – although its income and staff numbers fluctuate over time, it generally has a financial turnover of \$2m and a staff team of 20-25.

We are an equal opportunity employer with a strong commitment to diversity and inclusion within our workplace. We encourage First Nations people and people with disability to apply and to request reasonable adjustments if required to assist the application and recruitment process.

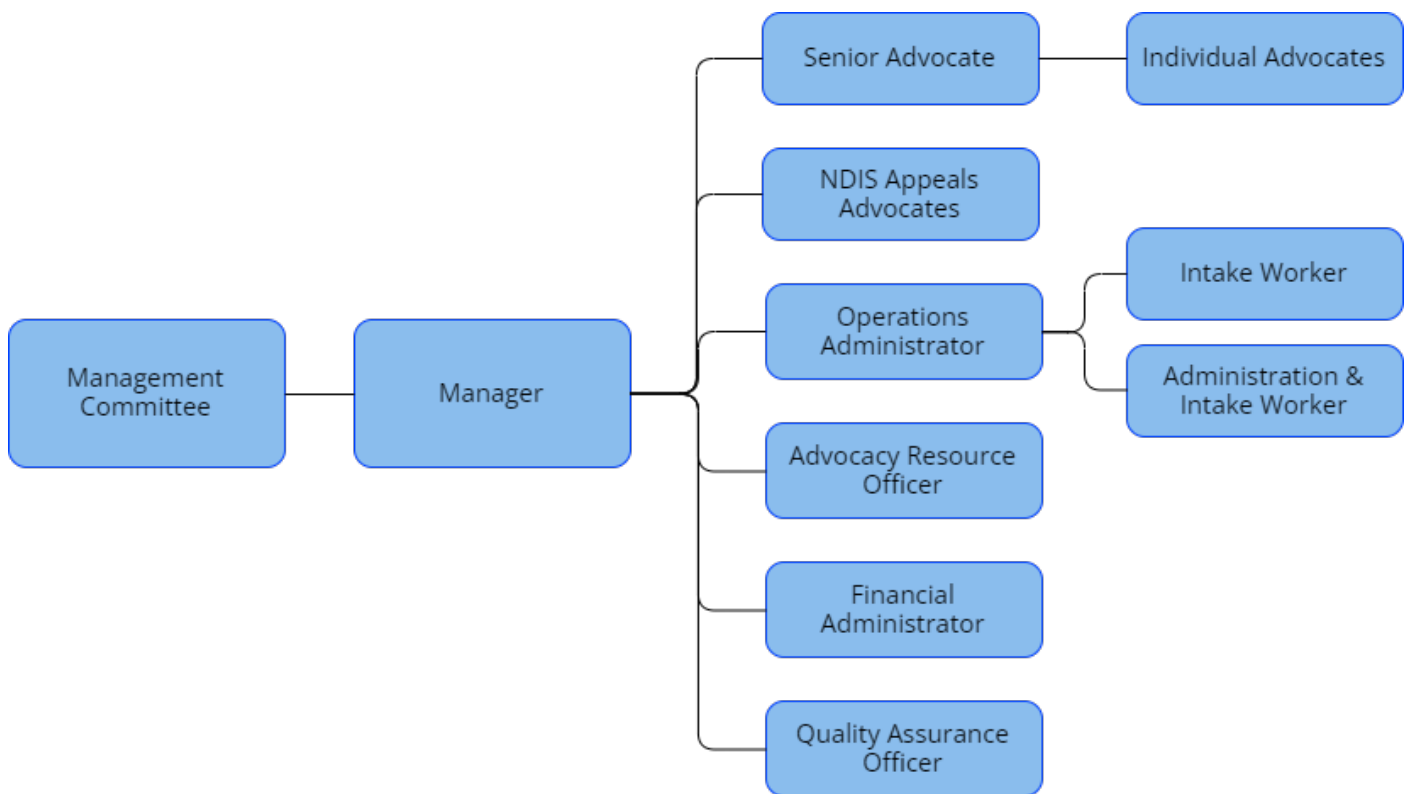
THE ROLE

The Intake Worker's main role is to act as the first point of contact over the phone, via email and in person for people enquiring about advocacy. Having empathy, compassion and resilience is a key part of this role due to the nature of the enquiries and, at times, content which is distressing.

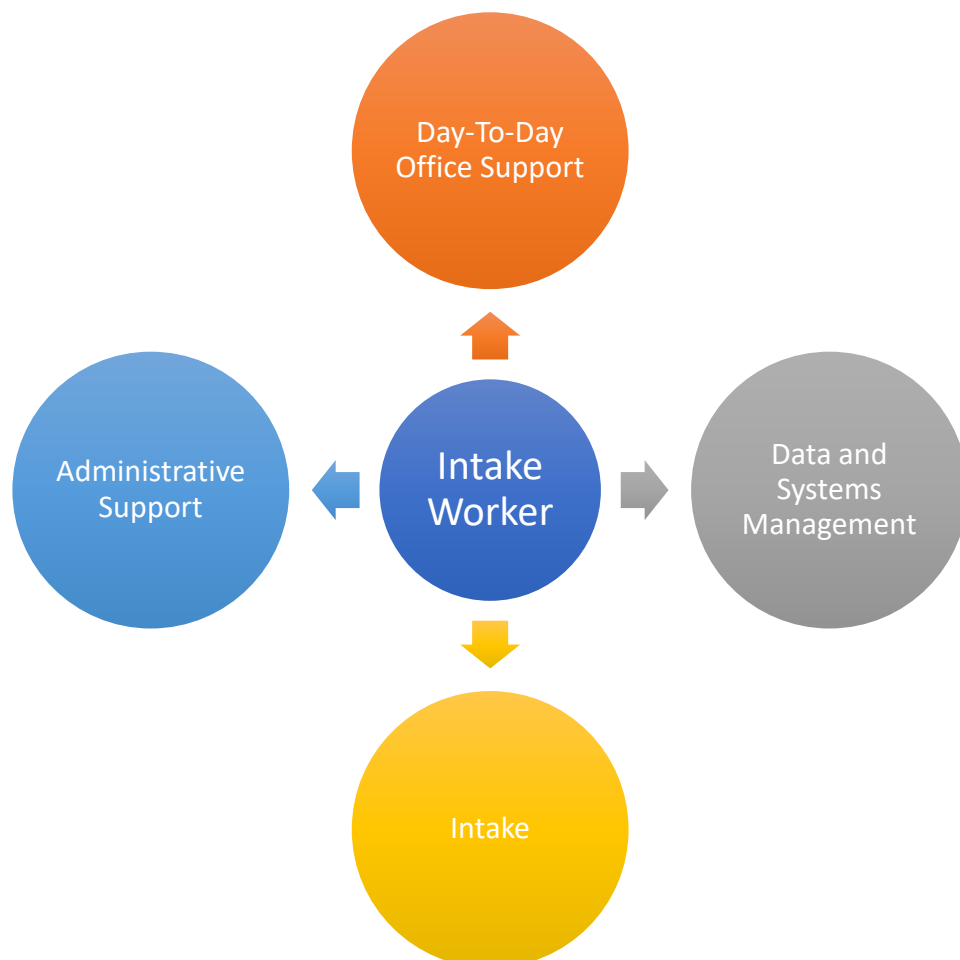
The Intake Worker will also support the Manager, Operations Administrator and Financial Administrator with ad hoc tasks, when required.

The position will commence **Monday 13th of January 2025** and is based at our office in West End. Some work from home options are available and can be negotiated with the Manager.

The role is shown within the accountability structure of SUFY below.



The key elements of the role are shown in the following diagram.



The following outlines these roles in more detail:

Intake

The Intake Worker is not expected to act as an advocate or to make complex decisions about individual advocacy. Their initial intake role includes the following:

- Ensuring phone and reception coverage during office hours and organising out-of-office messages when the office is closed.
- Getting contact information from new enquiries, by phone, email or in person, and making an initial assessment as to whether they are eligible for advocacy support based on a basic set of criteria.
- For those who are not eligible for advocacy, provide feedback as to why this is the case and where they may get support for their needs.
- Where a person is eligible, recording the details of this assessment and passing the referral on to the advocacy workers for action.
- Where it is not clear whether the person is eligible or not, passing the details on to the advocacy workers for further assessment and decision.

Data and Systems Management

The Intake Worker will be responsible for the following:

- Ensuring records are up to date and are appropriate for quality assurance and accreditation purposes.
- Collating service data for the purposes of funding accountability.
- Ensuring the timely availability of data and reports for funding bodies, accreditation audits and the Management Committee.
- Supporting other staff to carry out their data and record keeping tasks.

Day-To-Day Office and Administrative Support

All staff at SUFY are expected to be largely self-sufficient in their administrative tasks. The Intake Worker will be responsible for the following:

- Upkeep of office supplies and maintaining office presentation.
- Taking direction from the Operations Administrator regarding ad hoc administrative tasks, as required.
- Supporting the Manager and Financial Administrator with tasks, as needed.
- Supporting staff to improve efficiency and reduce the time taken on administrative tasks.
- Overseeing key office systems such as vehicle, equipment, and room bookings.

TERMS AND CONDITIONS

SUFY employees are employed under the conditions of an Enterprise Bargaining Agreement. The Intake Worker's role is part-time, 9 days per fortnight. There may be some flexibility to negotiate hours. This position is a fixed-term contract until 27th June 2025 with a possibility of extension. All SUFY positions have a funding contingent continuing employment provision that employment will continue only if funding for the position is available. Pay and conditions are equivalent to Level 4 of the Social, Community, Home Care and Disability Services (SCHADS) Industry Award.



SELECTION CRITERIA INTAKE WORKER

It is imperative that EACH of the Selection Criteria is addressed.

Values

- An unswerving commitment to a vision for people with disability that they achieve valued inclusive lives within their communities
- Commitment to SUFY's principles, including the principle of independent advocacy

Communication Skills

- High level verbal communication skills including the ability to communicate with people with disability who may face communication challenges.
- Good written communication skills including proof reading and editing skills.
- Must be able to perform under moderate levels of stress, understanding the limits of capacity of the organisation
- Capacity to contribute to the creation of an open, collaborative team environment that values and celebrates diversity, especially the full inclusion of people with disability.

Administration Skills

- High level attention to detail.
- Solid understanding of computer equipment and key IT systems including Office 365 and the ability to rapidly become proficient at new applications and systems.
- Ability to efficiently and accurately manage data and record-keeping systems and to collate and present data for a variety of purposes.
- Capacity to manage the operations of a modern office environment including maintenance of phone, IT and other systems.

Time and Workload Management

- Ability to work independently with limited face-to-face contact/interaction.
- Ability to be self-managing within an overall framework of supervision and oversight.
- Good time management and ability to prioritise tasks in a busy environment with multiple demands.

Service Skills

- Ability to relate to people accessing our service and making them feel welcome and valued when they approach the us.
- Capacity to apply basic criteria to a people's circumstances and assess eligibility, and to communicate decisions clearly, including compassionate communication of messages that may be unwelcome.

- Ability to provide clear and relevant information in a way that the person can understand and use.

Criminal History Checks

The Disability Services Act 2006 requires criminal history screening for all people engaged by a funded non-government service provider. All staff are required to obtain a Working with Children Check ("Blue Card") and Disability Worker Screening Clearance ("Yellow Card") prior to commencing employment. Ongoing employment is dependent upon the person's ability to renew the Blue Card and the Yellow Card.

HOW TO APPLY

Applications are to be addressed to The Manager, Speaking Up For You and candidates can apply by:

- Clicking 'Apply Now' on the Ethical Jobs website; **or**
- Sending via post to The Manager, SUFY, PO Box 5649, West End, QLD, 4101

Applicants are to include the following in their application:

- **Cover Letter** - A brief letter/note stating the position, your name, postal address, telephone number and email address
- **Selection Criteria** - It is imperative that EACH of the Selection Criteria is addressed
- **Resume** - A current resume including the names, positions and telephone numbers of at least two referees who can comment on your competency regarding the selection criteria

CLOSING DATE

5pm on Wednesday 4th December 2024.