



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Assessment, Referral, Intake and Allocation (ARIA) Case Worker</b>
<b>AWARD</b>	<i>Social, Community, Home Care &amp; Disability Services Industry Award</i>
<b>CLASSIFICATION:</b>	Social and Community Services Employee (SACS) Level and Pay point will be dependent on qualifications and experience.

### POSITION SUMMARY:

The role of the Assessment, Referral, Intake and Allocation (ARIA) Case Worker is to provide information, assessment and referral to clients as their first point of contact. This can include immediate telephone support. The ARIA Case Worker will operate within a short term intervention framework and assist in the planning, developing, implementing and monitoring of the client experience in assessing support needs. The ARIA Case Worker also contributes to community development in the Scenic Rim through their knowledge of community need, and assist with planning and implementation of community events.

### ACCOUNTABILITIES

1. To undertake initial assessments for eligibility into Beaucare programs and maintain assessment, referral, intake and allocation systems and practices that support and empower people who are vulnerable and at times in crisis, to seek the services they require.
2. Positively support prospective clients by conducting interviews, assessments and referrals as required. Focus on identifying client needs and priorities, and identifying initial service responses where necessary. Engage with clients who may at times be heightened, emotional and in crisis from a strength based, problem-solving framework, and utilizing professional resilience.
3. To provide one-off interventions which may not require referral or ongoing assistance
4. Establish and maintain a contemporary knowledge of referral agencies and programs available in the Scenic Rim and beyond. Maintain positive professional networks.
5. Ensure documentation on service provision is provided and/or initial client contact is made in a timely manner and to a high standard.
6. Work professionally and collaboratively within the Beaucare teams to maximise client engagement and empowerment.
7. Contribute to quality assurance processes by identifying improvements in assessment and intake practices and procedures.

8. Advocate and liaise, in conjunction with the clients, in their dealings with other professionals, agencies and services
9. Maintain a professional relationship with our external partners, particularly the academic institutions providing student placements. Contribute to planning and development of community events and engagement opportunities.
10. Provide assistance with student placement supervision.
11. Perform other appropriate duties as required and related to Beaucare Services.
12. Maintain appropriate records and confidentiality of information.
13. Be an active and constructive team member by keeping abreast of developments in all program areas, My Aged Care Portal, Aged Care, Community and Disability Sector, NDIS, Community Door, peak body information and local networks.

## **SELECTION CRITERIA**

### **QUALIFICATIONS:**

#### **Essential:**

1. Minimum qualifications of Certificate III in an appropriate area (with relevant experience)

### **OTHER ESSENTIAL REQUIREMENTS:**

1. Positive Notice Blue Card (or eligible to obtain a Positive Notice Blue Card)
2. NDIS Worker Screening Check
3. Drivers' licence

### **EXPERIENCE AND CAPABILITIES:**

1. A high level of organisational ability, initiative, problem solving and conflict resolutions skills
2. A high level of communication skills and a capacity and willingness to work as part of a team
3. An ability to undertake duties identified within the role with appropriate consideration to issues of participant confidentiality, resourcing and empowerment.
4. An ability to manage duty of care with the rights of the aged and frail, people with disability and vulnerable clients.
5. An ability to observe and plan strategies to contribute to achievement of continuous improvement and quality assurance whilst working under the Aged Care, Community Care Common Standards and HSQ Standards.
6. An ability to provide high standards of intake support and effectively advocate for clients.
7. An ability to research issues applicable to individuals and groups.