

Role Description

Intake Social Worker - Seniors Legal and Support Service

Organisation	Caxton Community Legal Centre
Business Unit/Practice	Client Services
Location	Brisbane
Reports to	Manager Client and Community Pathways
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 4
Approved By	CEO
Date of Approval	November 2024

Overview of Caxton

Caxton Community Legal Centre is a community legal centre whose purpose is to promote and protect human rights in Queensland through access to justice. Caxton provides accessible legal information so people know their rights and can prevent or respond to legal problems. Prioritising those who experience disadvantage, trauma and marginalization, Caxton provides free, high-quality legal assistance and social supports. Caxton advocates for reform to unfair laws, policies and systems. Working collaboratively with volunteers and community partners, Caxton reaches underserved populations. We do all of this to create a more just and inclusive Queensland.

Our vision:

A just and inclusive Queensland

Our values:

Caxton approaches people and its work in the community with a commitment to:

- Accountability and Responsibility - going above and beyond what is expected
- Compassion and Empathy - showing our genuine concern for others
- Respect – valuing all people no matter what
- Integrity - saying and doing the right thing
- Collaboration - believing in the power of working with others

Primary purpose of the role

This is an intake social work role focused on triaging calls/emails/agency referrals from people seeking help with elder abuse issues primarily, but also issues of guardianship, future planning for financial safety or other enquiries from seniors.

This role supports the Seniors Legal and Support Service (SLASS) but may also be called upon to assist in other intake duties from time to time.

The role is responsible for direct client communication, obtaining initial client information, screening for conflicts of interest and eligibility, triaging client need, facilitating access to our services, making appointments, liaising with service stakeholders and providing tailored information and referrals that help people to:

- a) receive services from Caxton or other, better-placed agency
- b) prevent elder abuse through access to timely and relevant information.

This role will also have some capacity to assist social work and legal colleagues in the SLASS team with tasks supporting clients, community education sessions and/or other projects. This could entail drafting documents/letters, basic research, practical and administrative assistance.

The worker will receive training and support to be competent with phone use and data recording as well as the content knowledge required in the elder abuse field and Caxton’s human rights-based, multidisciplinary model.

Key accountabilities

- Conduct high quality intake processes to build client rapport, identify client needs, assess against eligibility criteria, triage for appropriate service access, book appointments and provide tailored information and referrals.
- Undertake administrative tasks relevant to intake including data entry, file management, conflict checking, administering an intake inbox.
- Liaise with key stakeholders in support of the client accessing the Centre’s services.
- Provide administrative and practical support to the lawyers and social workers in the SLASS team.
- Provide community education support including assisting with preparing community education resources and sometimes attending community education sessions and providing information to attendees.

Key challenges

- Handling calls from people who may be distressed, traumatized and/or unwell.
- Performing multiple tasks with accuracy under time pressure
- Working with clients with complex legal and social issues

Key relationships

Who	Why
Internal	
Managing Senior Social Worker	<ul style="list-style-type: none"> • Direct Line Manager
SLASS social workers and lawyers	<ul style="list-style-type: none"> • The role works closely with this team – it will provide training in understanding elder abuse and how services can be provided
Social Work Practice	<ul style="list-style-type: none"> • The role will receive support from, and contribute to, Caxton’s wider delivery of social work services
Client Services	<ul style="list-style-type: none"> • The client services staff undertake similar intake, information and referrals for the various programs offered by Caxton. The role also works closely with this team

Who	Why
External	<ul style="list-style-type: none"> • Need excellent working relationships with other agencies who may be able to assist our clients or those who need alternative referrals.

Role dimensions

Decision making: Understands when to escalate queries

Direct reports: Nil

Budget/Expenditure: Nil

Essential requirements

1. Member of the Australian Association of Social Workers or eligible for membership.
2. Strong communication skills, particularly in obtaining information from clients, some of whom maybe highly stressed
3. A good level of computer literacy and competency in major administration software packages such as Microsoft (Outlook, Excel, Word) and SharePoint
4. Good organisational and time management skills for well-paced phone intake alongside other tasks
5. Ability to appropriately deal with sensitive and highly confidential information with a high level of tact, discretion and judgement
6. Some evening work may be required
7. Depending on health laws and regulations, vaccinations can be mandatory in order to work with vulnerable clients and/or be in the workplace. For example, some clients live in residential age care facilities which at times are required by law/regulation to ensure visitors are vaccinated and wear personal protective equipment.

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within. I accept that I will observe them fully during my employment.

Staff member signature:

Staff member name:

Date: