



## **INTAKE COORDINATOR**

**5 DAYS PER WEEK (MONDAY TO FRIDAY 6 HOURS PER DAY INC. UNPAID HALF HOUR LUNCH BREAK) – 12 MONTH PART TIME POSITION**

***Applications close 9.00 am Monday 10 August 2020***

The Northern Centre (formerly Ryde Family Services) is a dynamic community service NGO that provides early intervention and prevention services to our community specifically in the areas of family and parenting, homelessness and domestic violence. We provide support in the form of casework, counselling, advice, referrals, advocacy and group work.

The important role of Intake Coordinator works across the organisation and is the first point of entry for clients to our service. The organisation operates a client-centric, strength based and trauma informed approach to care. We are culturally accessible and we value respect, integrity, innovation, collaboration and generosity in how we work with one another, our clients, our partners and the sector.

The salary will be in accordance with the SCHADS Award and in line with your demonstrated skills, knowledge and experience. There is generous salary packaging, a professional development training budget and EAP support available for this role. The TNC office is located in West Ryde, a 2-minute walk from the West Ryde train station.

### **SELECTION CRITERIA**

- Relevant qualifications and demonstrated experience in the Community Welfare and/or Human Services sector.
- Excellent customer service skills.
- Demonstrated ability to exercise empathy, discretion and sensitivity when communicating with clients.
- Demonstrated understanding of a range of issues facing vulnerable families and individuals including, but not limited to, domestic violence, homelessness, mental health, family breakdown, drugs and alcohol and parenting stress.
- Excellent written and verbal communication skills.
- Sound organisational and time management skills.
- Strong interpersonal and team work skills.
- Ability to prioritise and be hands on in all aspects of workload.
- Understanding of WHS.
- Familiar with CRM systems and database management.
- Excellent IT literacy.

### **DESIRABLE CRITERIA**

- Experience in engaging with a vulnerable client cohort.
- Experience working with clients at risk of homelessness.
- Knowledge and experience of Social Housing Pathways.
- Bilingual/community language.

**For more information, please contact**

Cass Cox on 02 9334 0111 or [connect@thenortherncentre.org.au](mailto:connect@thenortherncentre.org.au)

Applicants should send their resume with a covering letter **addressing the selection criteria** to [connect@thenortherncentre.org.au](mailto:connect@thenortherncentre.org.au). Applications that do not address the selection criteria will not be considered.

***The successful applicant will be subject to a Criminal Record and Working with Children Check prior to commencement.***