

POSITION DESCRIPTION

Position title	Intake Counsellor
Reports to	Manager of Counselling and Support Services
Location	Melbourne Metro
Employment type	Part time
Industrial instrument	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]
Award stream	Social and Community Services
Classification	Level 3 <i>(subject to qualifications and experience)</i>

Position objective

To provide professional intake services and trauma informed support to individuals affected by transport-related incidents. This role focuses on effectively and compassionately managing the intake process, including responding to referrals, coordinating intake activity, undertaking individual and group intake calls, assessing psychosocial needs, screening for risk and determining service fit and appropriate referral pathways. Additionally, the position promotes the safety and wellbeing of Victorian road users through raising awareness of the impact of road trauma on individuals and communities. Maintaining personal resilience through effective self-care and clinical supervision is essential for success in this role.

Position context

This role operates under general direction as part of the broader counselling team, with responsibility for managing the intake process in line with established procedures. The role requires the ability to independently assess client presentations, provides and determines appropriate referral pathways, escalating complex or high-risk matters as required. The role involves coordination of referral and intake activity using internal client management systems and close collaboration with the counselling team. A good knowledge of Amber Community's services is essential to ensure clients receive appropriate care and pathways for support. The position is supported through structured supervision, professional development, and self-care initiatives to maintain service quality.

Key responsibilities and tasks

Intake, assessment, client and community support

- Work as part of a team to receive, record and respond to referrals through the established intake process.
- Manage referrals through intake assessments and prioritisation of client needs in collaboration with the team.
- Conduct individual and group intake calls to assess client needs, screen for risk, and determine service fit for individual counselling and/or group-based support.

- Provide initial psychosocial assessments as part of the intake process to determine service fit and, when appropriate and skilled to do so, psychological first aid.
- Screen for risk factors during intake and escalate complex or high-risk client presentations to senior team members or counselling services in accordance with established protocols.
- Utilise the organisation's client management system to receive, record, track and progress referrals and intake activity in accordance with established processes and data requirements.
- Coordinate intake-related follow-up with clients, where appropriate, to support engagement with recommended services or referral pathways.
- Provide appropriate information about grief and trauma to individuals, families and external organisations
- Maintain up-to-date, accurate notes and records in line with organisational policies and legal requirements.
- Ensure that clients are supported, assessed and screened respectfully and appropriately at intake.
- Follow established trauma-informed frameworks to deliver client-centred support to individuals affected by transport-related trauma.
- Accurately follow processes to ensure quality intake service delivery and data collection.
- Deliver intake services that are inclusive, respectful, and sensitive to individuals from diverse cultural, linguistic, and social backgrounds, including but not limited to Aboriginal and Torres Strait Islander communities and LGBTIQ+ individuals.
- Provide secondary consultation to professionals and external agencies to ensure coordinated and client-centred care pathways.
- Work consistently in a manner that fosters the organisation's goals and values.
- Participate in regular internal supervision and other supervision as requested or required.
- Involvement in the planning and implementation of annual events such as the Time for Remembering ceremony.
- Undertake additional duties as required to support intake processes, service delivery and organisational objectives.

Reporting

- Provide relevant data and statistics to the Manager of Counselling and Support Services as required.
- Maintain accurate and timely notes and records in line with organisational policies and legal requirements.
- Compile and report on relevant data and statistics to support program evaluation and continual improvement when required.
- Ensure client data is managed securely and in compliance with privacy legislation and organisational standards.

Stakeholder liaison

- Represent Amber Community at events and attend meetings as required
- Foster existing networks with relevant organisations.
- Actively promote Amber Community's mission and develop key relationships with external stakeholders and community partners.
- Incorporate client and stakeholder feedback to continuously improve intake processes.
- Promote Amber Community and foster key relationships with external organisations when required.

Workplace health and safety

- Comply with Workplace Health and Safety (WHS) policies and standards, ensuring personal safety and the safety of others in the workplace.
- Actively contribute to maintaining a safe and supportive work environment by identifying and mitigating risks.
- Participate in regular health and safety training to maintain up-to-date knowledge of workplace safety practices.

General duties

- Foster a culture that supports the organisation's mission, goals, and values through consistent and aligned practices.
- Participate in Amber Community workshops, events, activities and meetings as required.
- Engage in professional development activities, as agreed, to enhance skills and meet role requirements.
- Be familiar with and adhere to organisational policies, procedures, and ethical guidelines.

Qualifications, skills & experience

Essential requirements

- Current approved Working with Children's Card, or eligibility.
- A satisfactory National Police Record Check.

Qualifications

- A relevant tertiary qualification in a relevant discipline such as social work, counselling, psychology, or a related field.
- Eligibility for membership with a professional body, e.g. ACA, PACFA, AASW etc.

Desirable

- A current driver's licence is an advantage.
- Certification in trauma-informed care, grief counselling, or related specialisations.
- First Aid Certificate and/or Mental Health First Aid.

Skills & experience

- Demonstrated resilience in supporting individuals exposed to trauma and/or experiencing grief, with a strong understanding of their needs.
- Skill and experience in connecting with, assessing and supporting people impacted by grief and trauma
- Some knowledge of the challenges and issues commonly faced by the client group.
- A commitment to providing respectful, empathetic, compassionate, and responsive intake support while maintaining clear professional boundaries.
- Strong verbal and written communication skills, including written documentation and effective client, team, and stakeholder interaction.
- Demonstrated ability to work collaboratively in a team environment and independently when required, under general supervision.

- Capacity to manage challenging situations and make sound informed decisions within the scope of the role.
- Ability to manage the emotional demands of being the initial point of contact supporting clients with complex needs and/or behaviours.
- Proficiency in using Microsoft Office, internet tools, and database systems, with the ability to learn and adapt to new technologies.
- Enthusiasm for continuous learning and professional development to deliver best-practice services.
- Demonstrated organisational and administrative skills, including accurate data entry and attention to detail.
- Demonstrated experience using client or case management systems to manage referrals and intake activity.
- Willingness and capacity to learn and follow organisational intake processes and procedures.

Desirable

- Experience in the not-for-profit field would be highly regarded.
- Experience working with children and/or young people.
- Certification in trauma-informed care, grief counselling, or related specialisations.
- First Aid Certificate and/or Mental Health First Aid.

Acknowledgement

I have read and understand the contents of this position description and accept the following:

- Other duties may be required consistent with my classification from time to time.
- This position description is not to be considered as a complete list of responsibilities.
- My role is dynamic, and I am expected to continuously develop my skills and adapt to changes in the workplace.
- This position description is an evolving document, and I will actively engage in its development.

Full Name:

Signature:
