

Position description

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| Title | Intake and Triage Coordinator |
| Reports to | Team Leader – Corporate Referrals |
| Classification | SCHADS Level 5 |
| Employment Status | 12-Month Maximum Term Contract, Full Time (1 FTE) |
| Work Location | Level 1/485 La Trobe Street, Melbourne, 3000, VIC |
| Date | October 2025 |

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person’s right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

The Intake and Triage Coordinator is an integral member of the Corporate Referral and Service Navigation and Support team which delivers high-quality, short-term support and service navigation to clients experiencing complex support needs, including people experiencing family violence, risk of homelessness, mental ill health and other vulnerabilities. While this program is not intended to replace existing crisis services, Intake and Triage Coordinators will work with people who are in crisis, including those experiencing family violence and homelessness. The Intake and Triage Coordinator will support clients to access the appropriate crisis services for their needs.

Clients are referred to this program by several corporate partners who have identified that their clients are experiencing financial hardship along with other support needs. The Intake and Triage Coordinator’s role is

to assist these clients to access supports that meet the full range of their needs in a timely manner. This position will complete initial needs and risk assessments with our clients, develop agreed upon case plans, obtain client consent to collect information and refer eligible clients into the Financial Independence Hub or the Corporate Referrals Case Coordination team. We use a client-centred approach that is both trauma-informed and strengths-based, with a focus on promoting outcomes to improve client safety and wellbeing.

This is a national service providing telephone and online support as part of GSANZ's Service Navigation and Support Services.

Key Responsibilities

- Respond to incoming calls from new clients and make outbound contact to connect with recently referred clients. This includes regular dedicated inbound phone shifts to respond to inbound calls.
- Respond to online enquiries in a timely manner from new clients and Corporate partners that come via online portals, website enquiries or email to connect with recently referred clients.
- Complete initial assessments with clients over the phone using a trauma informed approach that includes exploring their individual circumstances, ensuring that the scope of the service is explained, safety is assessed, and that privacy and consent is discussed.
- Support clients who may be distressed or in periods of crisis to access required supports.
- Create initial support case plans using a strengths-based approach and provide support to clients over the phone to assist them with identify and connecting with key support services.
- Consult, refer and collaborate with other team members, including Corporate Referrals Case Coordination team, Financial Independence Hub and financial wellbeing peers, other GSANZ services and the broader service sector to support client goals.
- Accurately collect and enter client information into the relevant systems, including detailing safety assessments and agreed follow up actions.
- Comply with GSANZ policy, procedures and practices and participate in GSANZ organisational activities.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Tertiary qualification in Social Work, or similar level qualification in a human services discipline, such as Psychology.

Key Selection Criteria

1. Appropriate tertiary qualification in Social Work, Psychology or a related tertiary discipline is essential.
2. Demonstrated capacity to provide support coordination or service navigation, including the ability to carry out comprehensive risk and needs assessments and respond appropriately.
3. Demonstrated understanding of a trauma-informed approach and ability to work with clients with multiple vulnerabilities and who are experiencing financial crisis, family violence, risk of homelessness, neglect, abuse, disability or mental ill health.
4. Demonstrated understanding of financial hardship and ability to recognise financial risk factors.
5. Demonstrated capacity to work flexibly and respectfully with a diverse range of people, including people with cultural, gendered, and socially and economically diverse backgrounds, people who experience health concerns or disabilities, carers and people who have not previously accessed a community services system.
6. Previous experience providing phone-based support including intake and assessment experience.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.