

Intake Officer

Position Title: Intake Officer
Classification: Non-award
Reports to: DES Coordinator

About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position Purpose

Coordinate and complete all participant intakes within designated Employment Service Areas with the aim of providing people with disabilities a pathway to open employment..

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Manage and coordinate the intake of all participants, and matching Job Development Officers (JDOs) to achieve appropriate outcomes for individual participants.
- Conduct the assessment of participants' needs and suitability for services and eligibility requirements for CPL and relevant funding body/bodies.
- Ensure referrals and commencements meet Disability Support Services (DSS) contractual obligations.
- Develop initial Job Plans, including addressing any barriers to employment, to ensure positive outcomes are achieved by participants.
- Ensure compliance with all funding bodies through accurate record keeping, software and reporting as it relates to intakes for each participant and site.
- Liaise with schools to ensure that intakes are within eligibility requirements and build relationships to ensure appropriate number of referrals.
- Coordinate handover meetings and documentation with the JDO/s.
- Build positive networks and relationships with disability employment related organisations to support the business objectives of Mylestones Employment.
- Assist with National Panel of Assessors assessments as required.

Supplementary Responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Reports to the DES Coordinator.
- Works collaboratively with Job Development Officers (JDOs), Site Coordinators, Employment Service Area (ESA) Coordinators, Regional Managers, Contract Managers and other Mylestones Employment teams.
- Liaises externally with Schools, Job Capacity Assessors, local community groups and other stakeholders.

Selection Criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Demonstrated experience in assessing, job matching and working with people with disabilities.
- Proven ability to effectively negotiate with key stakeholders and provide positive solutions to complex problems.
- Working knowledge of Disability Employment Services (DES) Eligibility Criteria as well as the participant's compulsory and voluntary activity requirements.
- Ability to communicate effectively in both verbal and written format.
- Preferred previous experience with the intake process of participants into a DES Program and matching to employment staff.



choice • passion • life

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Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Eligibility to obtain accreditation under the National Panel of Assessors.
- Current 'C' class driver's licence.