

Westhaven Ltd

Our Vision – **Live how you choose**
 Our Core Values – **C.H.O.I.C.E**

Position Title	Intake & Referral Officer, Adult Services	Reports to	Customer Experience Coordinator	
Number of Direct Reports	Nil	Position Location	Dubbo or Orange	

Purpose of the position

The purpose of the Intake and Referral Officer position is to be the initial point of contact for potential participants, their families and key stakeholders. The role involves assessing individual support requirements, clearly communicating Westhaven's service offerings and facilitating a positive onboarding journey. Accurate and timely completion of all intake-related documentation is a critical component of this role.

Decision making

- Assessing if a potential participant meets the criteria for Westhaven services
- Matching participants with suitable vacancies and programs
- Managing the intake process
- Self manages workloads to meet known deadlines
- This role has nil direct reports
- This role has no financial delegation as per Westhaven's delegation policy
- This role has direct KPI's and accountability

Key Responsibilities	
<i>Stakeholder Engagement</i>	<ul style="list-style-type: none"> • Collaborate with participants and their families to understand their needs and preferences. • Collaborate with internal teams to ensure service suitability, staffing, training and funding requirements are aligned. • Provide reports that include new client data, trends and positive outcomes. • Work with funding bodies such as NDIS, NSW Government insurance agencies.
<i>Customer Communication</i>	<ul style="list-style-type: none"> • Respond efficiently and appropriately to all prospective participant enquiries via email and phone. • Provide the relevant information about our service capacity and limitations to clients. • Efficiently communicate with all stakeholders throughout the intake and referral process and transition process.
<i>Compliance and Safety</i>	<ul style="list-style-type: none"> • Follow all relevant organisational policies and procedures when confidential information, data entry, and recordkeeping. • Follow all principles of the National Disability Insurance Scheme and relevant legislation. • Assist in maintaining any safety or compliance documentation as required. • Support a safe and compliant work environment by adhering to established protocols

Knowledge, Skills, Experience and Compliance

Knowledge

- Sound understanding of person-centred thinking, the principles of the NDIS and the National Disability Service Standards
- Understanding of the organisation's services and eligibility criteria
- Excellent written and verbal communication skills

Personal attributes and skills

- Communication: Ability to communicate clearly with stakeholders to build and maintain positive relationships
- Confidentiality: Confidence to maintain service user privacy and confidentiality
- Adaptability Demonstrates problem solving ability, adaptability, and the ability to work in a busy high-volume environment
- Independence: Ability to take initiative and work autonomously

Qualifications and required experience

- Demonstrated experience in managing competing priorities and to deliver outcomes within agreed timeframes and quality standards
- Certificate IV in Disability, Mental Health or Community Services or relevant working experience desired
- Demonstrated experience in a client facing role
- Experience in conducting initial assessments, gathering information and identifying participant needs
- Experience in maintaining accurate and confidential participant records and documentation

Compliance


- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

Key Challenges

- Building and maintaining stakeholder relationships
- Managing high volume and demand
- Navigating complex service systems
- Maintaining accurate and timely records
- Effectively managing and prioritising workload

NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

Capability Group	Capability Name and Description
 <p>Manage, supervise and coach others</p>	<p>Model and reinforce values in organisational culture and practice</p> <ul style="list-style-type: none"> Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience. <p>Promote quality through consistent good practice</p> <ul style="list-style-type: none"> Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services. <p>Support health and manage risk</p> <ul style="list-style-type: none"> Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants. <p>Foster and develop a capable workforce</p> <ul style="list-style-type: none"> Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.