



Position description

Intake Officer

About Community Gateway

Community Gateway has been supporting people across Northern NSW since 1976. Guided by our vision: “Many tracks, one road, sustaining community”, we work to ensure everyone feels safe, included and connected. Our values of integrity, respect, inclusion and compassion shape everything we do.

Community Gateway exists to reduce socioeconomic disadvantage by delivering practical help, advocacy and opportunities for people to have a voice in decisions that affect their lives.

We are a registered charity, QIP accredited, against the Quality Improvement Council Health and Community Services Standards 7th Edn and is a child safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- *Our strategic priorities include connection to community, progressive and planned growth and influence and leadership*

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial counselling.
- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Child and young adult sexual assault counselling.
- Counselling for children and young adults displaying harmful sexual behaviours.
- Counselling for adult survivors of sexual assault.
- Parents Under Pressure program.
- Family case management.
- Community hub (intake, assessment, assisted referral)
- Services that build individual capacity.
- Emergency relief (including energy assistance) supporting people in crisis.
- Volunteer management.
- Seniors' support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.
- Sexual and reproductive health.

More details about our organisation and services can be found on our website
nrcg.org.au.



Position overview

Details

Position title

Intake Officer

Branch

Service Delivery

Reports to

Intake Team Leader

Award

Social, Community, Home Care and Disability Services Award 2010

Level

Level 3

Term

Fixed term – part-time

Probationary period

Six months

Location

Your position is primarily based at 76 Carrington Street, Lismore, NSW however you may be required to travel across the NSW Far North Coast region and to work at other sites during your employment.

Please note mandatory staff meetings are held at 76 Carrington Street Lismore, NSW 2480.

Summary

Work as part of a team and under general direction to provide a person-centred approach in delivering intake, assessment information, and referral services for disadvantaged people, through telephone, face to face, virtual and email enquiries.

The position provides short term intervention through the emergency relief and EAPA programs and works collaboratively with the client to develop an action plan to achieve agreed outcomes.

Selection criteria

Essential

1. Relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities require.
2. Interpersonal skills that demonstrate an ability to work in a person-centred way with a people in crisis, in particular the ability to engage with Aboriginal and Torres Strait Islander peoples.
3. Ability to exercise initiative in the application of assessment criteria to establish goals and outcomes for clients.
4. Ability to liaise and network with a range of services and resources for clients.
5. Sound understanding of administrative procedures and practice.
6. Proficient in the use of Microsoft desktop products such as Word, Excel and Outlook.

Desirable

1. Knowledge of and ability to implement outcome measurement tools such as the personal wellbeing index (PWI).
2. Understanding of emergency relief and Energy Accounts Payments Assistance (EAPA) programs.

Additional requirements

1. National police check.
2. Current NSW driver licence.
3. Current NSW Working with Children Check.

Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.



- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.

Key accountabilities

Position accountabilities

- Provide intake, assessment, information, and referral services for disadvantaged people, through telephone, face to face, virtual and email enquiries.
- Minimum of 5 intake and assessment client interviews completed each day to meet the overall targets of the program.
- Determine clients' eligibility for the emergency relief and EAPA services, in line with eligibility requirements.
- Obtain client consent for the provision of service and the collection of data.
- Provide brief interventions and make appropriate follow-up.
- Explore solutions to suit client needs.
- Liaise and network with internal and external service providers.
- In collaboration with the client develop an action plan and facilitate an internal and external referral process to facilitate appropriate referral.
- Utilise and implement outcome measurement tools.
- Obtain accurate information for client case files and organisational records within a person-centred active support framework.
- Provide brief interventions and make appropriate follow-up.
- Explore solutions to suit client needs.
- Liaise and network with internal and external service providers.
- Utilise and implement outcome measurement tools.
- In collaboration with the client develop an action plan and facilitate an internal and

external referral process to facilitate appropriate referral.

- Report information about clients and their level of risk to management for reporting to relevant authorities e.g. Child Protection authorities, Health professionals, Police
- Assist program staff with access to Community Hub services.
- Enter required information accurately in the CRM database in accordance with minimum data collection requirements.
- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with Community Gateway's procedures.
- Provide monthly project reports incorporating findings, outcomes and project recommendations.
- Perform other duties as directed by management.

Professional accountabilities

- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Identify and develop risk mitigation strategies relevant to the role
- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.

Version 5

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