



Position Description

Position Title: Intake Officer
Classification: Non Award
Reports To: DES Coordinator

About CPL

CPL – Choice, Passion, Life 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 physical 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.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.



Position Description

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.

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 The CPL Way 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.



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Selection Criteria

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

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- 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.

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.