



**Position Description – Intake and Assessment Worker**

**Hours of work – TBA – Some after-hours work and weekend work may be required.**

**Location – Sydney – Lilyfield Office**

**Reporting to –Regional Clinical Co-ordinator**

**Direct reports – None**

**Red Nose**

Red Nose is dedicated to saving the lives of babies and children during pregnancy, birth, infancy and childhood and supporting bereaved families. Red Nose delivers on its vision by funding world class research, providing evidence based education to the community, grief and loss support for those who are impacted by the death of a child and advocacy. As a national not-for-profit company limited by Guarantee we rely on the help of many people and organisations who donate their time and funds to support our community activities and delivery of services to enable us to achieve our purpose.

**Position Summary**

The Intake and Assessment Worker reports to the Regional Clinical Co-ordinator. As part of the Red Nose Services team the primary focus of this position is to implement an effective intake and assessment process for individuals and families who have experienced, or been affected by, the death of a child/children. The Intake and Assessment officer works as a member of the national clinical services team and delivers outcomes in the defined activity areas of bereavement support and health promotion. The Intake and Assessment Worker provides a best practice intake and assessment process within a client-centered framework and implements the Red Nose Grief and Loss 'model of bereavement support'. This entails thoroughly assessing the needs of the client and presenting a range of bereavement support service options to clients, while ensuring adequate and timely follow up after their initial referral to the service.



**Approach to achieve - Discover – Define – Design – Deliver – (Review)**

Red Nose works constantly to achieve continuous improvement across all of its activities. This work is predicated upon an approach that comprises four key stages to achieve an evidence base and success.

Discover – Don’t presume, engage with stakeholders and staff to explore and understand the situation/activity under review.

Define – Translate insights and learnings into a hypothesis as a basis for reasoning.

Design – Develop concept proposition(s) and experience(s) to test compatibility and relevance.

Deliver - Produce intuitive and achievable outputs for implementation under an action research lens.

(Review) – Action research requires constant review of progress.

**6 key areas of focus**

Red Nose is in the process of transitioning from a federated structure to a singular national organisation. Working across 6 key areas of focus the Intake and Assessment Worker will play a significant role in driving effective service delivery whilst working as part of a national team.

Clinical Excellence	Operational Excellence	Education and Training	Volunteer Workforce	Partnership	Culture
Performance Ethical practice Evidence based Client centred	Deliver quality services Clinical Governance Communication Maintain networks	Increase skills/capacity Develop resources Deliver quality Evaluation	Engaged/supported Collaborative Peer groups/activities Internal partnerships	Trusted Innovator Proactive Accountable	Engaged staff Learning/Development Reflective practice Supportive/accountable



### Clinical excellence

- Actively respond to requests and referrals to support families who have experienced the death of a baby or child (with their consent).
- Extend and offer services to families who are anticipating the death of their baby during pregnancy.
- Undertaking a professional assessment of individual and family needs, and offer appropriate initial brief interventions when, and as required.
- Provide professional intake, assessment and referral within the parameters of the Red Nose Grief and Loss Privacy and Confidentiality policies.
- Provide initial and short term telephone support and offer other relevant bereavement support, where clinically indicated.
- Assess for and ensure referrals through to Red Nose Grief and Loss bereavement counselling and support service.
- Liaise with relevant organisations to provide a multi-agency response for bereaved families where other therapeutic interventions are clinically indicated.
- Accurately maintain the collection of statistical information for internal and external reporting procedures using relevant templates and software
- Develop and maintain effective working relationships with the Volunteer Programs Coordinator and Volunteer Programs Project Officer in order to ensure the provision of the 24 hour Bereavement Support Line through a well-planned After Hours Telephone Support Roster.
- Provide support and de-briefing to Peer Volunteers who are rostered on to the 24 hour Bereavement Support Line and where required support the ongoing training of Peer Volunteers who participate in the After Hours Telephone Support Roster.
- Liaise with the Volunteer Programs Coordinator and Volunteer Programs Project Officer to ensure appropriate linking of bereaved family members with trained peer supporters, group programs and community groups where indicated.
- Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel.
- Provide information, guidance and support to health and emergency service personnel and other agencies to facilitate contact with bereaved family members.
- Regularly attend case allocation, individual caseload and clinical supervision, peer supervision and general meetings.
- Participate in staff professional development sessions.

### Operational Excellence

- Ensure the national bereavement support model of service is translated and followed.
- Support the implementation and compliance with the national clinical governance framework and the relevant policies and procedures.



- Lead the delivery of high quality bereavement support which is evidenced through positive client feedback and continued support for the organisation (i.e. volunteer, fundraising)
- Undertake scheduled reporting, ensuring attention to detail, thoroughness and accuracy.

#### Education and training

- Assist with delivering and reviewing educational resources relating to issues around the death of babies or children during pregnancy, birth, infancy and childhood, including miscarriage, ectopic pregnancy, termination, stillbirth, neonatal and infant death, sudden infant and childhood death and subsequent pregnancy.
- Undertaking regular reviews of the bereavement support resources and materials including publications about perinatal, infant and child deaths to ensure accuracy and recency.
- Support the organisational development of intellectual property across its bereavement support services.

#### Volunteer workforce

- In partnership with the Volunteer Programs Co-ordinator, support the ongoing development of a skilled volunteer workforce.
- In partnership with the Volunteer Programs Co-ordinator support clients wanting to transition to a volunteer relationship with Red Nose.
- In partnership with the Volunteer Programs Co-ordinator ensure that the local volunteer workforce are engaged and valued.
- Support the local volunteer workforce to take a lead in events and fundraising.
- In partnership with the Volunteer Programs Co-ordinator support the effective communication with local volunteer network.

#### Partnership – Adding strength

- Create and maintain local partnerships with stakeholders to develop flexible and trusted relationships to support new opportunities, sustainability and growth.
- Contribute to Red Nose as an innovator in the partnership space.
- Be proactive in engaging with and creating strong local and national networks with partners.
- Ensure Red Nose services team delivers effective services on time and within scope and in a way that can be held accountable by partners and funders.



**Culture – An employer of choice**

- Contribute significantly in ensuring that other staff and volunteers are engaged and satisfied in their work through collaborative practices and creation of a team focused environment.
- Embrace learning and development opportunities to ensure sharing of knowledge and experiences to foster collective enrichment.
- Have pride in the work done and the organisation worked for.
- Lead at a local level on achieving a supportive and accountable culture that fosters trust and transparency.

**Fundamentals of the role**

- Conducts all activities in compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety and Red Nose policies and procedures.
- Performs other duties as required by the Clinical Operations Manager, Regional Clinical Co-Ordinator, Services Business Development and Innovation Manager and the GM of National Services.

**Selection Criteria**

Qualifications	- Tertiary qualifications in counselling or a health related discipline, i.e. nursing, midwifery, social work, psychology and/or extensive experience delivering high quality intake and assessment services.
Experience	- Demonstrated experience in a healthcare/community support environment with specific experience in delivering high quality intake and assessment services. - Experience in grief and loss service delivery in the healthcare sector is highly desirable.
Operational	- The ability to work as part of a team to achieve high level operational performance.
Communication	- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external. Strong negotiation and facilitation skills
Clinical Excellence	- A genuine individual who garners respect, works ethically and effectively with the ability to work collaboratively to achieve collective success. - A skilled and experienced practitioner who is knowledgeable regarding current practice standards for intake, assessment and counselling and support settings, with a commitment to continued professional development.



	<ul style="list-style-type: none"> <li>- Knowledge of contemporary grief and bereavement models/theories for practice.</li> <li>- Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement</li> <li>- A proven history of achieving outcomes with a propensity to get things moving and completed.</li> <li>- An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>- Self-reflective; the ability to understand the difference between intent and impact and a significant proficiency in reviewing ones character and actions relating to the workplace.</li> <li>- Courageous; willing to have a go, identify mistakes and learn from them.</li> <li>- Fun; injecting fun and creativity into the workplace to improve production and output.</li> <li>- Resilient; the ability to work through, withstand and recover quickly from difficult situations.</li> <li>- Caring; ability to have empathy for the experiences of others and to have an interest in their wellbeing.</li> </ul>

**Core Competencies for Red Nose Staff**



<p><b>Working as part of a team</b></p>	<ul style="list-style-type: none"> <li>- <b>Establishing Focus</b> - The ability to develop and communicate goals in support of the organisation's mission</li> <li>- <b>Providing Motivational Support</b> - The ability to enhance others' commitment to their work</li> <li>- <b>Empowering Others</b> -The ability to work collaboratively and respectfully with colleagues in order to accomplish organisational and individual goals and resolve issues</li> <li>- <b>Managing Change</b> - The ability to demonstrate support for, and implement, innovation and organisational changes needed to improve effectiveness and helping others to successfully manage organisational change</li> <li>- <b>Fostering Teamwork</b> - The ability to demonstrate interest, skill, and success in working together cooperatively</li> <li>- <b>Developing Others</b> -The ability to work with others and coach them to develop their capabilities</li> <li>- <b>Managing Performance</b> - The ability to take responsibility for performance by setting clear goals and expectations, tracking progress against the goals, ensuring feedback and addressing performance problems and issues promptly</li> </ul>
<p><b>Communicating and Influencing</b></p>	<ul style="list-style-type: none"> <li>- <b>Focus on Communication</b> - The ability to ensure that information is passed on to others who should be kept informed</li> <li>- <b>Oral Communication</b> - The ability to express oneself clearly in conversations and interactions with others</li> <li>- <b>Written Communication</b> - The ability to express oneself clearly in writing</li> <li>- <b>Interpersonal Awareness</b> - The ability to notice, interpret, and anticipate others' concerns and feelings and to communicate this awareness empathetically to others</li> <li>- <b>Building Collaborative Relationships</b> - The ability to develop, maintain, and strengthen partnerships with others inside or outside the organisation who can provide information, assistance and support</li> <li>- <b>Customer/Client Orientation</b> - The ability to demonstrate concern for satisfying one's external and/or internal</li> </ul>



	<p><b>customers/clients</b></p>
<p><b>Preventing and Solving Problems</b></p>	<ul style="list-style-type: none"> <li>- <b>Diagnostic Information Gathering</b> - The ability to identify the information needed to clarify a situation, seek that information from appropriate sources and use skilful questioning to draw out the information when others are reluctant to disclose it</li> <li>- <b>Analytical Thinking</b> - The ability to tackle a problem by using a logical, systematic and sequential approach</li> <li>- <b>Forward Thinking</b> - The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.</li> <li>- <b>Conceptual Thinking</b> - The ability to find effective solutions by taking a holistic, abstract or theoretical perspective.</li> <li>- <b>Strategic Thinking</b> - The ability to contribute to long term strategy</li> <li>- <b>Technical Expertise</b> - The ability to demonstrate depth of knowledge and skill in a technical area related to the specific role</li> </ul>
<p><b>Achieving Results</b></p>	<ul style="list-style-type: none"> <li>- <b>Initiative</b> - Identifying what needs to be done and doing it before being asked or before the situation requires it</li> <li>- <b>Fostering Innovation</b> - The ability to develop, sponsor, or support the introduction of new and improved method, products, procedures or technologies</li> <li>- <b>Results Orientation</b> - The ability to focus on the desired results, setting challenging goals, focusing effort on the goals and meeting or exceeding them</li> <li>- <b>Decisiveness</b> - The ability to make difficult decisions in a timely manner</li> </ul>



	<ul style="list-style-type: none"><li>- <b>Thoroughness</b> - Ensuring that one's own work and information are complete and accurate; carefully preparing for meetings and presentations</li></ul>
<b>Self-Management</b>	<ul style="list-style-type: none"><li>- <b>Self Confidence</b> - Faith in own ideas and capability to be successful and willingness to take an independent position in the face of opposition</li><li>- <b>Stress Management</b> - The ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation</li><li>- <b>Personal Credibility</b> - Demonstrated concern that one be perceived as responsible, reliable and trustworthy</li><li>- <b>Flexibility</b> - Openness to different and new ways of doing things and willingness to modify preferred way of doing things</li></ul>