

POSITION DESCRIPTION

Position:	Intake and Data Administration Officer – Part Time (22.8 hours)
Location:	Brisbane
Reports to:	Program Manager
Award:	Social, Community, Home Care & Disability Services Industry Award Level 3.1 – 3.4 depending on qualifications and experience.

ROLE SPECIFICATION
<p>The Organisation</p> <p>Link-Up (Qld) is an organisation committed to the principles and philosophies of community control as the best practice model for improving health and well-being of Aboriginal and Torres Strait Islander peoples.</p> <p>Link Up (Qld) supports the healing journeys of Aboriginal and Torres Strait Islander people who have been separated from their families and communities through forced removal, adoption, fostering or institutionalization. We deliver professional, culturally sensitive and confidential research, reunion and cultural wellbeing services.</p>
<p>Role Purpose</p> <p>This position is responsible for the Link-Up (Qld) Client Intake Enquiry Process including Data Administration and involves supporting Link Up (Qld) staff in the provision of quality services to clients.</p> <p>The Intake and Data Administration Officer is responsible for providing culturally safe, efficient, and responsive intake, referral, and data management services. The role supports the delivery of programs and services to Aboriginal and Torres Strait Islander individuals, families, and communities, ensuring high-quality data collection, privacy compliance, and smooth administrative processes.</p> <p>This position plays a vital role in being the point of contact for community members and stakeholders, requiring exceptional communication skills with an impeccable phone manner along with strong interpersonal skills, cultural awareness, and respect for Aboriginal and Torres Strait Islander ways of knowing, being, and doing.</p>

Reporting Relationships
The position reports to the Program Manager.
Job tasks and objectives of the position
<p>Intake and Referral</p> <ul style="list-style-type: none"> • Serve as the first point of contact for clients, families, and community members engaging with the service. • Provide culturally safe and trauma-informed intake and referral services. • Collect and accurately record client information in line with privacy and confidentiality requirements. • Liaise with internal staff and external services to coordinate referrals and support pathways. • Prioritise urgent needs and escalate issues in accordance with organisational policies. <p>Data and Administration</p> <ul style="list-style-type: none"> • Maintain accurate and up-to-date client records using electronic client management systems. • Ensure timely data entry and reporting for compliance, funding, and service evaluation purposes. • Monitor and update internal tracking systems and documentation as required. • Assist with the preparation of reports, correspondence, and documentation. • Maintain filing systems and support day-to-day administrative functions of the team. • Ensure all calls and voicemails are recorded in the Incoming Call Register. • General Administration duties: photocopying, filing, labels, mailouts etc. • Monitor the Monitoring Tools email inbox and action the emails promptly and correctly. • Administrative Support to the Service Delivery Team with the actioning of the initial Client Intake Enquiry process. • General Data entry as requested. <p>Cultural Competence and Community Engagement</p> <ul style="list-style-type: none"> • Engage respectfully with Aboriginal and Torres Strait Islander clients, families, and communities. • Support a culturally responsive and inclusive service environment. • Maintain awareness of local cultural protocols, community dynamics, and history. • Work collaboratively with Aboriginal and Torres Strait Islander staff, Elders, and community organisations. • Support the Service Delivery Team with Client Morning Tea coordination and set-up as required and ensure the sign in book is ready the day prior to the event which includes, contacting clients prior to the event to confirm attendance, set-up the urn, tea and coffee supplies, cutlery and crockery, tables, and chairs clean and set-up. • Assist in arranging meetings, venues, conferences, catering as required. • Assist staff with promotional items for community events and clients. • Actively engage in training and other professional development activities as required. • Always observe and practice confidentiality.

Self- Management & Team Contribution

- Contribute to team performance and compliance with Link-Up (Qld) Plans, Policies and Procedures.
- Display good practice behaviour in alignment with the organisation's values.
- Participate in the Performance Review process.
- Contribute to effective team performance and attend team meetings.
- Comply with Link Up (Qld) Standard Operations Procedure.
- Follow all safety procedures and contribute to a safe work environment.

Develop and Maintain Linkages

- Work to foster productive relationships with all staff at Link-Up (Qld) and Board Members.
- Work to foster productive working relationships with other stakeholders.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. Link-Up (Qld) can direct you to carry out duties which it considers are within your level of skill, competence, and training to meet business needs.

PERSON SPECIFICATION**Required Qualifications**

- A minimum qualification of a Certificate IV in Mental Health, Diploma of Counselling or demonstrated equivalent experience in client intake, administration, or data entry within community, health, or human services environments for a minimum of 2 years.

Essential Selection Criteria

- Must identify as Aboriginal and/or Torres Strait Islander.
- Prior experience working with Aboriginal and Torres Strait Islander communities.
- Demonstrated understanding of the issues affecting Aboriginal and Torres Strait Islander peoples, and commitment to culturally safe and inclusive practices.
- Demonstrated ability to work in a culturally sensitive environment.
- Strong interpersonal and communication skills, including the ability to engage respectfully with Aboriginal and Torres Strait Islander peoples.
- High level of accuracy and attention to detail in data collection and reporting.
- Intermediate to advanced skills in Microsoft Office and experience using client or case management systems (e.g. Tableau, Foxtrot, CSNet etc.).
- Demonstrate proficiency in the use of business technology and desktop applications: internet, word, spreadsheet, and database packages etc.
- Demonstrated ability to lead and work collaboratively within a team to deliver the key requirements and objectives of the program.
- Demonstrated organisational and time management skills and the ability to manage competing priorities.
- Ability to self-manage and complete task on time.
- Ability to manage competing priorities and maintain confidentiality.

- Impeccable phone manner.
- Dynamic personality and a team player.
- Good communication skills, written and verbal.
- Reliable and punctual in terms of attendance.
- Willingness to undertake a National Police Check.
- Eligible for Blue Card.
- Must hold a current Open driver's licence.
- Ability and willingness to travel for work-related purposes.