



Njernda - To know our living culture
Njernda Aboriginal Corporation

NJERENDA ABORIGINAL CORPORATION

POSITION DESCRIPTION

Intake and Assessment



PURPOSE OF THE ROLE




The Family Safety Intake Worker is responsible for coordinating all initial referrals, walk-ins, and self-referrals received by the Family Safety Unit. The role provides a culturally safe and trauma-informed intake service for Aboriginal individuals and families seeking support for family violence, housing instability, homelessness, and therapeutic support. The Intake Worker conducts initial screening, needs assessments, and risk identification to ensure individuals and families are connected to the most appropriate internal or external services in a timely manner. The role supports coordinated service delivery across Njernda programs by triaging referrals to relevant practitioners including Family Violence Practitioners, Men’s Safety Practitioners, Housing Workers, and Therapeutic Services. The Intake Worker also provides immediate information, crisis responses where appropriate, and referral pathways while maintaining accurate intake records and data reporting

Position Details	
Position Title:	Family Safety Intake Worker
Location / Department / Division:	Family Services- Family Safety Unit
Reports to:	Family Safety Coordinator
Positions reporting to this role:	0
Hours:	37.5
Budget / Funding:	Aboriginal Holistic Family Violence- 302011
Award and Pay Grade / Level:	Award: SCHADS Level / Grade: 4
Pay Point classification (if applicable)	Pay point: 4.1
Position Description last reviewed:	26/03/2026
Key Accountabilities	
Act as the first point of contact for community members accessing Family Safety Unit services including walk-ins, self-referrals, and agency referrals	
Conduct initial intake assessments to identify presenting issues including family violence, housing instability, homelessness, or therapeutic support needs	
Provide information, advice, and referral pathways to appropriate internal and external services.	
Identify clients requiring urgent or crisis support and escalate appropriately to coordinator	

Undertake initial family violence screening and risk identification in line with relevant frameworks and organisational procedures.
Identify immediate safety concerns relating to women, children, and vulnerable community members and escalate where required.
Conduct initial housing needs assessments for individuals and families experiencing housing instability or homelessness.
Provide referrals to relevant housing support services and assess for crisis accommodation needs.
Maintain accurate and confidential client records in line with organisational policies and reporting requirements.
Any other relevant duties, within scope of skill level and training, as required by your manager from time to time.

Organisational Responsibilities
Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Carry out all work and interactions in alignment with Njernda values
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

Njernda Values	
All staff are expected to behave in a way that is in alignment with our values:	
<p>Respect</p> 	<p>Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.</p>
<p>Accountability</p> 	<p>Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.</p>

Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

Key Relationships	
Internal	External
Family Safety Coordinator	Community members, Elders and clients
Family Safety Practitioners	Department of Justice/DFFH/The Orange Door
Housing Workers	Housing Services
Youth and Wellbeing Services	Other ACCOs and mainstream service providers
Administration and Corporate Services	Partner agencies
Selection Criteria	
Essential:	
Qualifications <i>(what education level, professional licenses, and regulatory registration is required?)</i>	
<ul style="list-style-type: none"> • Current Victorian Driver’s License. • Working With Children Check and National Police Check. 	
Skills <i>(What skills are needed including any technical or interpersonal skills?)</i>	
<ul style="list-style-type: none"> • Strong understanding of Aboriginal culture and communities. • Demonstrated ability to communicate effectively and respectfully with Aboriginal individuals and families. • Ability to conduct assessments and identify client needs. • Strong organisational and time management skills. • Ability to manage multiple referrals and prioritise urgent matters. 	
Experience <i>(what type and how much experience (e.g. 3 years) is needed?)</i>	
Experience working within community services, family services, housing services, or a related field.	
Experience in intake, assessment, or referral coordination. (Reception skills)	
Satisfactory evidence of:	
<p>Pre-employment checks not limited to at least two professional referee reports, proof of identity and qualifications, National police check, Working with Children’s Check, full Victorian driver’s license, disclosure of any pre-existing illness / injury and vaccination status, negative alcohol and drug screening assessment, in line with Njernda’s policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.</p>	

Desirable:

- Experience in Intake and Assessment or reception duties
- Understanding of housing and Family Violence

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / / _____

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File