



Position Description

Intake Officer Grade 5

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Section 1 — Position summary

Field	Detail
Position title	Intake Officer Grade 5
Area	Operations and Admin — whole-of-organisation intake function
Reports to	Client Services Director (CSD) and Director of Clinical Support Services (DoCSS)
Position type	Client-facing; non-clinical; intake triage and routing role
Classification	CSMEA Grade 5 (Community Sector Multiple Enterprise Agreement 2009 (ACT)); benchmarked against SCHADS Award
Status	TBC — employment basis subject to workforce design
Date	June 2026 (v0.1)

Section 2 — Role purpose

The Intake Officer Grade 5 provides whole-of-organisation intake services for EveryMan Australia, operating as the primary first point of contact for people seeking access to EveryMan's programs. The role receives, triages and routes inquiries from men, partners, ex-partners, family members, referrers and community members seeking support across all EveryMan programs — MASS, Counselling, and the DFSV-facing programs including PAS, WWM and related services.

The role has a DFSV-primary character: because EveryMan's programs sit at the intersection of men's behaviour change, homelessness and family violence, a significant proportion of intake contacts involve DFSV — whether disclosed, indicated or presenting as a related concern. The Intake Officer must be capable of receiving and appropriately triaging DFSV contacts across all program streams, including contacts from partner and family members seeking safety information or referral. MASS and Counselling intake is also a core part of the role.

The Intake Officer does not provide direct PAS support services, does not carry a caseload, does not make clinical or case-planning decisions, and does not assess client risk in a practitioner sense. Where a contact reveals DFSV, child safety risk, suicidality, crisis or any other matter requiring a practitioner response, the Intake Officer follows the warm-transfer and escalation pathway in the Front Office Manual and stays with the contact until a practitioner takes over.

Section 3 — Key responsibilities

3.1 Intake — whole of organisation

The Intake Officer provides intake services across all EveryMan programs. The role:

- Receives and responds to all incoming inquiries and referrals — by phone, in person and by email — as the primary first point of contact for EveryMan.
- Triages inquiries and requests for support and routes them to the appropriate program Services Coordinator or staff member in accordance with the Front Office Manual and program intake protocols.
- Provides accurate, timely information about EveryMan's programs to inquirers and referrers, including realistic expectations of what each program offers and its eligibility criteria.
- Records first-contact information, referral data and intake details in EveryMan's client management systems accurately and promptly.
- Manages communications between clients, referrers and program staff at first point of contact.
- Maintains waiting lists, intake registers and scheduling records to organisational standard.
- Assists with the collection of statistics and feedback used for service evaluation and funder reporting.

3.2 DFSV intake and warm-transfer

Given EveryMan's program profile, a significant proportion of intake contacts involve DFSV. The Intake Officer:

- Operates in a DFSV-aware way across all intake contacts — including contacts from men seeking to participate in programs, and contacts from partners, ex-partners or family members seeking safety information, referral or support.
- Identifies DFSV disclosures or indicators at first contact and responds in a way that prioritises the safety of the person contacting EveryMan and any associated persons.
- Provides information and referral to DFSV services — including EveryMan's own programs and external agencies — for contacts that fall outside EveryMan's direct service scope, with the consent of the inquirer.
- Operates warm-transfer protocols where a contact reveals DFSV, partner-safety risk, perpetrator engagement, child safety risk, suicidality or other risk requiring a practitioner response. Stays with the contact until a practitioner takes over.
- Does not provide direct PAS support services and does not carry a PAS caseload. Direct PAS support is delivered by PAS practitioners. The Intake Officer's role in relation to PAS is intake triage and warm-transfer only.
- Immediately informs the relevant CSD or DoCSS depending on the program stream — of any situation where confidentiality may be limited, including children at risk of harm.

3.3 MASS intake

For MASS-stream contacts (homelessness, MTS, HTP, MTP, Launchpad), the Intake Officer:

- Assists MASS team with requests for program support, and routes them to the CSD in accordance with MASS intake protocols.
- Provides accurate information about MASS program eligibility, waitlists and referral pathways.
- Records MASS intake data in EveryMan's approved client management systems.
- Recognises that MASS clients may also present with DFSV, mental health, substance use or other complex needs, and applies appropriate first-contact practice — including warm-transfer where a practitioner response is required.

3.4 Counselling intake

For Counselling-stream contacts, the Intake Officer:

- Receives requests for Counselling, schedules clients into Counselling appointments as directed by DoCSS.
- Provides accurate information about Counselling program eligibility and referral pathways.
- Records Counselling intake data in EveryMan's approved client management systems.
- Applies DFSV-aware practice where Counselling intake contacts involve DFSV, recognising that men presenting for counselling may be using violence or may be affected by it.

3.5 Organisation

- Maintains a sound knowledge of EveryMan's structure, policies, procedures and programs.
- Maintains standards of work practice to meet service requirements and promote a professional culture.
- Assists with the collection of statistics and feedback used for service evaluation.
- Observes WHS and EEO requirements.
- Is familiar with EveryMan's Industrial Democracy Principles.

3.6 Compliance and risk

The Intake Officer Grade 5 is responsible for complying with all EveryMan policies, procedures and manuals applicable to the role, including but not limited to:

- Front Office Manual
- Child Safety Manual — C-01 child safety pathway
- Risk Management Policy
- Harassment Manual and the positive duty under the Sex Discrimination Act 1984 (Cth) s.47C

- AI Policy
- Working with Vulnerable People (Background Checking) Act 2011 (ACT) — maintaining current WWVP registration
- Privacy Act 1988 (Cth) and Health Records (Privacy and Access) Act 1997 (ACT)
- Domestic Violence Agencies (Information Sharing) Act (ACT) — information-sharing obligations at first contact

The Intake Officer is responsible for identifying and escalating risks that emerge during intake — including risks to client safety, partner and family safety, child safety and staff safety. The escalation pathway is the relevant Services Coordinator (CSD line or DoCSS line depending on the program stream). Child-safety matters are triaged under C-01 immediately. Where an immediate risk to life is identified, the Intake Officer contacts emergency services without waiting for direction.

3.7 Child safety and DFSV obligations

The Intake Officer Grade 5:

- Is a mandated participant in the C-01 child safety pathway. Any child-safety matter identified at first contact — report, complaint, disclosure, observation, indicator — must be triaged under C-01 immediately, regardless of the program stream or who first becomes aware of it.
- Is alert to DFSV, child safety risk and at-risk behaviours across all intake contacts, irrespective of the program the inquirer is calling about.
- Immediately informs the relevant Services Coordinator of any situation where confidentiality may be limited — including children at risk of harm or immediate safety concerns.
- Does not assess client risk in a practitioner sense. Risk identified at first contact is escalated and triggers the relevant pathway (C-01, DFSV, WHS) as required.

3.8 Information management, records and data

The Intake Officer Grade 5:

- Maintains accurate, timely and complete intake records in EveryMan's approved client management systems across all program streams.
- Maintains client confidentiality and privacy in accordance with the Privacy Act 1988 (Cth), the Health Records (Privacy and Access) Act 1997 (ACT), and EveryMan's information management practices.
- Does not maintain private side files where records must be organisational. All client and intake information sits in approved organisational systems.
- Records data relevant to service evaluation and funder reporting accurately and on time.

3.9 Supervision and reflective practice

The Intake Officer Grade 5 reports to the CSD and DoCSS under the VPS co-direction model. Operationally, supervision is provided by the relevant Director — CSD for MASS-stream matters, DoCSS for Counselling and clinical practice matters — with joint oversight for whole-of-intake performance and DFSV practice. The Intake Officer:

- Participates in regular operational supervision covering intake load across all program streams, service quality, KPI progress, conduct and professional development.
- Participates in practice meetings, team forums and reflective practice arrangements as directed.
- Attends training and professional development relevant to DFSV practice, intake services, and EveryMan's programs and operating framework.
- Does not receive clinical practice supervision — the role is not a clinical role. Where an intake matter raises a clinical question, the relevant Director routes it to the relevant practitioner.

Section 4 — Key performance indicators

KPI	Standard
Meeting and supervision attendance	Attends a minimum of 80% of all scheduled meetings, training and supervision sessions.
Response to contacts	Responds to all incoming inquiries as soon as possible and no later than within 3 working days.
Intake records	All intake records are accurate, complete and entered into approved systems promptly across all program streams. Zero unreconciled intake records at month-end.
Routing accuracy	Inquiries and referrals are routed to the correct program Services Coordinator or staff member on the same day as receipt. Practitioners and Services Coordinators give feedback that the intake service runs efficiently and effectively.
DFSV warm transfer	All DFSV disclosures or indicators identified at first contact are warm-transferred to a practitioner in line with the Front Office Manual. No DFSV first-contact matter is left to the Intake Officer to manage as practitioner work.
Child safety compliance	All child-safety matters identified at first contact are triaged under C-01 immediately and within the timeframes set in the Child Safety Manual.
Client feedback	Client and referrer feedback is positive. People contacting EveryMan receive a respectful, timely and appropriately informed first response.
Professional development	Actively participates at staff and practice meetings. Identifies and acts on opportunities to enhance knowledge, skills and capabilities relevant to whole-of-organisation intake.
Compliance obligations	WWVP registration is current. All required training, policy acknowledgements and compliance records are completed within set timeframes.

Section 5 — Six key capabilities

Capability	Demonstrated by (Grade 5)
Personal qualities	Observes professional boundaries and standards across a high-contact, high-variability role. Maintains composure when contacts reveal DFSV, crisis, child safety risk or suicidality. Acts with integrity and maintains confidentiality. Demonstrates effective time management and prioritising across multiple program streams.
Delivering service	Provides a respectful, informed and appropriately responsive first contact for all inquirers. Adjusts personal style in response to the nature of the contact and the needs and behaviours of the person. Recognises practitioner-response risks at first contact and warm-transfers reliably. Is aware of EveryMan's full program range and of external referral options.
Working in teams	Works effectively with Services Coordinators and practitioners across multiple program streams. Shares information promptly. Listens actively and displays empathy. Values and productively utilises diversity. Contributes to negotiations for optimum outcomes.
Contributing to the organisation	Understands the purpose and work of EveryMan, including its missions, values and full program range. Professionally represents EveryMan to inquirers, referrers and community-services partners. Demonstrates commitment to social justice and social inclusion. Adheres to organisational governance and compliance requirements.
Co-ordinating and managing	Co-ordinates intake flow across MASS, Counselling and DFSV program streams. Manages competing priorities and a high-volume first-contact role. Maintains accurate and timely records across all program streams. Flags workload and system issues to the relevant Director.
Leading	Leads by example in DFSV-aware, trauma-informed first-contact practice. Models professional conduct, appropriate boundaries and respectful client engagement. Contributes to a positive team environment.

Section 6 — Qualifications, experience and selection criteria

6.1 Essential qualifications

- Qualifications relevant to the provision of community services, support services or a related field; or relevant equivalent experience.
- Current, unrestricted Working with Vulnerable People registration (ACT) under the Working with Vulnerable People (Background Checking) Act 2011.
- Current right to work in Australia.
- Current driver's licence.

6.2 Desirable qualifications

- Tertiary qualifications in social work, community services, counselling or a related field.
- Completed sector-recognised DFSV training (e.g. ANROWS, NTV MBCP Foundations, DV-alert).
- First-aid certificate.

6.3 Essential experience and capabilities

- Sound experience of intake or first-contact work in a community services, social welfare or health-related environment.
- Sound understanding of domestic and family violence, sexual violence and their impacts on victim-survivors, partners and families.
- Sound ability to work from a trauma-informed perspective with people in crisis or distress.
- Sound ability to receive, triage and route contacts across multiple program types.
- Sound interpersonal and communication skills, including active listening, empathy and appropriate boundaries.
- Sound organisational and administrative skills, including accurate and timely record-keeping.
- Sound ability to be alert to at-risk behaviours, DFSV indicators and child safety concerns at first contact.
- Computer literacy and experience with client management systems or comparable databases.
- Capacity to work in a sensitive and impartial manner with people experiencing considerable stress.
- Willingness to undergo a police check.

6.4 Desirable experience

- Experience in a DFSV service environment — including men's behaviour change, partner advocacy, homelessness or related programs.
- Sound understanding of the gendered nature, dynamics and impacts of family and intimate-partner violence.
- Experience with homelessness and housing support service intake and referral.
- Experience operating client management systems (SHIP, IVO or comparable).
- Experience of crisis intervention, risk recognition and escalation in a community-services context.

6.5 Capabilities to be demonstrated in application

- Demonstrated experience in intake or first-contact work across community services programs.
- Demonstrated ability to operate in a DFSV-aware way at first contact, including warm-transfer to practitioners.
- Demonstrated capacity to maintain accurate, timely records across multiple program streams.
- Demonstrated commitment to social justice, social inclusion and respectful service.
- Demonstrated ability to act with integrity, maintain confidentiality and operate within EveryMan's governance and compliance framework.
- Demonstrated capacity to work effectively within a multi-program, multi-director operating environment.