

Intake Officer Position Description

Summary

Post title: Intake Officer

Reporting to: Distribution Manager (Victoria)

Location: Melbourne, Victoria

Position Type: Voluntary Position

Pattern: One set weekday- 10am to 5pm or 8 hours

Term: Minimum 6 month commitment (initial 3 month probationary period)

Requirements: Interview and police check

Purpose and Role

The Intake Officer plays an integral role within the organisation and will be the first point of contact for clients who present to National Zakat Foundation. You will be responsible for facilitating clients access NZF services and the triaging of new cases. This role will involve working closely with the casework team in the management of our clients.

Authority

Responsible to: Distribution Manager (Victoria)

Responsible for: Service access and intake

Relates to: Case management

Financial: N/A

Delegation: N/A

Duties and Responsibilities

You will be responsible for the following duties:

1. Intake

- a. Managing all new client intakes (via database, phone, email or office drop ins).
- b. Conducting initial intake assessment with new presentation clients or new cases for existing clients. This involves assessing and identifying the needs of the client and escalating urgent matters to the on duty caseworkers.
- c. Triaging all new cases for clients in order of priority based on need.
- d. Booking and managing client appointments with caseworkers.



- e. Identifying what external services client may already be linked up with.
- f. Advising clients of what documents to prepare prior to the appointments.

2. Distribution

- a. Distributing material aid and food vouchers as appropriate to eligible clients with supervision of a caseworker.
- b. Ensuring food vouchers are distributed to clients who require them on a regular basis and initiating reviews when term has been reached.
- c. Assisting with the coordination of the furniture and material aid program.

3. Information and advocacy

- a. Based on needs of client making referrals to other appropriate programs and services if required.
- b. Providing information to clients of external programs and services they may be eligible.
- c. Escalating urgent case matters that may be brought to your attention over the phone or in person at the office.
- d. Working alongside with other organisations in the social sector.
- e. Ensuring clients provide valid documentation to assess zakat applications.

4. Data Management

- a. Ensuring that client data is accurate and up to date on database to facilitate accurate reporting.
- b. Following up and managing inconsistencies within existing client data.
- c. Timely and up to date documentation, record keeping and data management.

5. Administration operations

- a. Assisting with the day-to-day administrative operations of the office.

Key Selection Criteria

Essential

- Prior customer service experience.
- Excellent communication, written and computer skills (particularly use of Microsoft word, powerpoint and excel).
- Demonstrated ability to work effectively with people from culturally diverse backgrounds.
- Demonstrated ability to work independently and part of a team.
- Excellent interpersonal skills.
- Excellent organisational skills and time management.



- Ability to adhere to deadlines in a high-pressured environment and good time management.
- Be committed to own personal development (ongoing training, appraisals) and in accordance with organisational need.

Desirable

- Prior experience in the social services sector (i.e.- casework, community development, social work, welfare or youth work) +/- qualification.
- Knowledge of fiqh of zakat.
- Knowledge of public and third sector organisations and processes.
- Experience of working in the Muslim community, charities and/or mosques.

Training and role requirements

- Induction workshop including zakat training prior to commencing position.
- Role specific training including training on client database.
- First 3 months probationary period and ongoing performance reviews.
- Must work in accordance to the National Zakat Foundations policies and guidelines.
- Must be committed to upholding the values and mission of the National Zakat Foundation.

How to apply

Please submit your resume to volunteer@nzf.org.au