



ACT
Government

Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services
Directorate

Division: Inclusion

Business Unit: Child Development Service

Position Title: Intake Officer

Position Number: P71492, Several

Classification: Administration Service Officer
Class 6 (ASO6) / Health Professional Level 3
(HP3)

Location: 26 Weingarh Street, Holder ACT

Last Reviewed: June 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Inclusion division comprises five branches/teams and works to strengthen community connections and participation opportunities for all Canberrans, including those from culturally diverse backgrounds; people with disability; young people; women; seniors; and veterans. The division facilitates engagement between the community and government, including in the social recovery space, and enhances the capacity of the community sector through a variety of support and development activities.

The division is also responsible for early support and intervention of children and their families including through case management, referral and assessment for children who may be experiencing concerns with development or who may need targeted services due to other vulnerabilities. The division provides the Territory's publicly funded Autism Spectrum Disorder Assessment Service, as well as the Child and Young Person Equipment Loan Scheme.

The division fosters an inclusive culture through its grants programs and recognises the contributions of the ACT community through events, awards, ceremonies, and communications campaigns. Its core responsibilities include program evaluation and design; program delivery;

service delivery; grants, awards and events; delivery and monitoring of action plans; Ministerial advisory committees and councils; sector communications and engagement; early intervention and support for children and families; and autism spectrum disorder assessments.

BRANCH OVERVIEW

The Support Services for Children branch provides early intervention and prevention services for children, young people and their families, and services to children with developmental delays. The branch manages the three Child and Family Centres (CFCs) and the Child Development Service. CFCs provide a range of universal and targeted services based on the needs of children and their families. The Child Development Service provides assessment, referral, information and linkages for children 0-6 years where there are concerns relating to their development. It assists families with concerns about a child developing skills slower than peers in areas such as speech and language, movement, hand skills, self-care, and social development. The service provides autism spectrum disorder assessments for children aged up to 12 years.

Support Services for Children is committed to protecting and promoting the rights, safety and wellbeing of children and young people.

As part of our commitment to being a child safe organisation, we actively engage with and value children and young people to create environments where their rights, safety, and wellbeing are at the centre of our values and actions. We genuinely promote the cultural safety and inclusion of all children and young people, including by respecting and valuing the diverse and unique identities and experiences of Aboriginal and Torres Strait Islander children and young people.

We strive to create conditions that reduce barriers for children, young people, and families with diverse needs, reduce the likelihood of discrimination, increase the likelihood that risks to children and young people will be identified; and ensure that concerns, allegations and disclosures are responded to and reported promptly. We take a zero-tolerance approach to discrimination, child abuse, and any actions that contravene the human rights of children and young people.

POSITION OVERVIEW

The Intake Officer is a critical front-line customer service role within the Child Development Service. In this role you will be required to work as part of a small intake team to assist referrers and families who are seeking information and advice about services available to support child development, particularly where there are concerns relating to developmental delay. You will be linking families to programs within the Child Development Service as well as redirecting to more appropriate service providers as needed.

Your roles will include provision of a phone intake service, as well as provision of intake and administrative support to the Child Development Service Drop-in Clinics. You will be responsible for the registration and processing of referrals to the Child Development Service.

The successful applicant will have high level communication and liaison skills to engage with a broad range of internal and external stakeholders to understand the Early Intervention landscape in the ACT and support families to access the services they need.

You will ensure a child centred, and family focussed approach is at the centre of your work and will provide services that are culturally informed, safe, and inclusive.

WHAT YOU WILL DO

Under general direction:

- Undertake initial service screening and identification of family and client needs, screening for eligibility for the Child Development Service, including Autism Assessment services, and identifying vulnerabilities that may limit their engagement in mainstream/community services.
- Provide advice and information about services provided by the Child Development Service, other government and non-government agencies, private providers as well as interstate services
- Provide good customer service information to families who seek advice, assessment and interventions that will address their child's developmental delay.
- Register new referrals and record all relevant contacts on the client database
- Participate in health promotion activities to provide information and advice to the community on the Child Development Service, and other early intervention programs and services available to improve the outcomes for children at risk of developmental delay in the ACT.
- Deliver excellent customer service, demonstrating personal professionalism, respect and courtesy to clients and colleagues.
- Engage and liaise with a range of internal and external stakeholders including community agencies, government services (such as education, health), and non-government agencies.
- Co-ordinate and liaise with Clinical Leaders and staff to facilitate the provision of excellent, efficient customer service for clients or callers to the Child Development Service
- Maintain high quality, accurate, timely record keeping practices in line with the requirements of the *Territory Records Act 2002* that also facilitates transparency in decision making and assists in making it easy to work with the Child Development Service.
- Contribute to clinical and administrative data collections as required.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Please write to these capabilities in your application.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to provide information, support and linkage services to families with children aged 0-8 years experiencing developmental concerns, in a child centred and family focused manner.
2. Demonstrated awareness of child development and the early intervention service system in the ACT, with the ability to support families to navigate this system.
3. Ability to build and maintain relationships with internal and external stakeholders
4. Demonstrated ability to work efficiently and manage competing demands in a challenging environment to deliver outcomes.

5. Demonstrated ability to maintain confidential client records in accordance with Territory *Records Act 2002* , *Privacy Act 1988*, and *Health Records (Privacy and Access) Act 1997*.

Behavioural Capabilities

6. Demonstrates excellent oral and written communication and interpersonal skills, when working with children and families, team members, and other professionals, and the ability to sensitively liaise with a broad range of people including people from diverse cultural backgrounds.
7. Demonstrates an understanding of, and adherence to, ACT Government Respect, Equity and Diversity Framework, ACT Public Service Code of Conduct, Values and Signature Behaviours, and the Directorate's Work Health and Safety Framework

Compliance Requirements / Qualifications

- Completion of a qualification relevant to the provision of supports to families and children within an early intervention context. To be eligible as a Health Professional this would need to be a relevant allied health qualification.
- Minimum of 3 years' experience delivering case management, support services, or early interventions services to families and children is essential.
- Current Driver's Licence Class C
- This position requires a Working with Vulnerable People Check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Intake Officer (position number P71492, Several) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally

Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally

