



THE BUTTERY

ROLE TITLE: Intake Officer

LOCATION: Binna Burra

About the role

In this role, you will get to work within a supportive multi-disciplinary team including a GP, Clinical Psychologist, Case workers and Peer Workers all working to improve the well-being of our participants. You will be conducting screening, assessment, planning and connection to our support services. The role will manage enquiries, assess potential participant needs and ensure there is a consistent and respectful response.

Hours and location

While there are some face to face meetings, the majority of work is on the phone or via email. The role operates on weekdays during general office hours and is 32 hours per week. This can be worked flexibly over 4 days. A hybrid model of working from home and some days onsite can be negotiated. There is no weekend work. It is based at the Binna Burra site about 5 minutes from Bangalow.

About you: Selection Criteria

Qualifications

1. Diploma qualifications or above in Counselling, AOD, Social Work, Psychology, Mental Health or Community Services Licences and checks: A current valid Driver's Licence, COVID vaccination, satisfactory current Criminal Record Check and Working with Children Check and a First Aid certificate are mandatory prior to commencement.

Experience

2. Experience working in an intake and assessment role with good customer service skills and a professional phone manner
3. Demonstrated knowledge of mental health disorders and supports with the ability to engage effectively with people in crisis and provide appropriate trauma-informed support
4. Computer literacy in MS Office, client data management programs and videoconferencing

Why staff love working at The Buttery

- ✓ Flexible working solutions to support work-life balance. Depending on the role, we support a hybrid work environment and staff work face-to-face, in offices or from home.
- ✓ Six paid annual leave weeks (pro rata) is provided to spend more time on holiday.
- ✓ Internal opportunities to transfer and work in other programs.
- ✓ Training and development opportunities.
- ✓ Access to external clinical supervision for direct service staff.
- ✓ 24/7 Employee Assistance Program includes access to an online wellbeing platform and financial and legal advice, free to staff and their immediate family.
- ✓ Salary sacrifice benefits allow a 6-12% increase in take home pay. Staff receive an ATO-approved incentive and can access 15,899 of tax-free salary to pay a mortgage, rent, loan, credit card or school fees.
- ✓ A \$2,650 meal and accommodation card.
- ✓ The ability to package computer, phone, or novated vehicle lease costs.

Find out more:

For a position description, see <https://www.buttery.org.au/employment-opportunities>

For any other queries, please contact recruitment@buttery.org.au

This role is remunerated with a rate of \$34-37ph depending on qualifications and experience. (For a 38 hour week this is a package inc. super of up to 81k with access to salary packaging to potentially increase your take home pay by another 5k). This role is covering Long Service Leave until March 2023 and has potential to lead to more work with us.

How to apply: Please email your resume and cover letter **addressing the four selection criteria** above to recruitment@buttery.org.au In your cover letter, please use each of the selection criteria above as a heading and write a brief paragraph under each one addressing it.

Closing date: We will be processing applications every few days so we encourage you to apply at your earliest convenience so you don't miss out!