



# THE BUTTERY

**ROLE TITLE: Intake Officer**

**LOCATION: Binna Burra**

## About the role

We are looking to welcome a new Intake Officer to provide trauma-informed and respectful support. In this role, you will get to be the first point of contact for enquiries from potential participants, families and friends.

You'll get the chance to work with a warm and friendly team headed by a clinical psychologist. You'll be able to provide professional timely screening, assessment, planning and connection to our support services.

### Hours and location

The hours are 32 per week over four days. This position is based in Binna Burra (5 mins from Bangalow).

The role is hybrid working onsite three days a week and the fourth day can be worked from home. The role is funded to 30th June 2024 with potential for extension.

## About you: Selection Criteria

### Qualifications

1. Tertiary qualifications in mental health and/or AOD or equivalent experience
2. 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

3. Substantial experience working in an intake and assessment role
4. Demonstrated knowledge of mental health disorders and AOD supports
5. Demonstrated ability to engage effectively with participants in crisis and provide appropriate trauma-informed support
6. Computer literacy in videoconferencing, MS Office and client data management programs
7. Strong customer service experience with a professional phone manner

## What's good about working with us

- ✓ 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.
- ✓ 6 weeks 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.
- ✓ Employee Assistance Program free to staff and their immediate family includes access to an online wellbeing platform
- ✓ 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](mailto:recruitment@buttery.org.au)

This role will be remunerated at SCHCDS Level 3 \$36-38ph with access to salary packaging to potentially increase your take home pay by another 5k.

**How to apply:** Please email your resume and a cover letter addressing the selection criteria to [recruitment@buttery.org.au](mailto: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 and will make offers as soon as a suitable applicant is found.