



Position Description

Position Title	Intake and Case Management Coordinator
Reporting to	Counselling Supervisor
Hours of work	Full Time
Classification	SCHADS Level 5
Program	Counselling
Position Location	Doncare Head Office, Doncaster, VIC
Tenure/Status	On-going
Date Last reviewed	November 2025

About Doncare

Doncare is a not-for-profit community and counselling service that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Emergency Relief, Case Management, Family Violence Services, Family Services, and Social Support for Seniors. You can find information about our organisation, [Vision, Purpose and Values](#) on our website.

Doncare's Counselling Services

Doncare provides high-quality, trauma-informed counselling to individuals, families, children and young people. Our counselling services offer therapeutic support to people experiencing a wide range of challenges, including family violence, mental-health concerns, relationship difficulties, grief and loss, parenting stress, life transitions, and situational crises.

Guided by evidence-based practice and Doncare's values of compassion, dignity and respect, our counsellors work collaboratively with clients to enhance wellbeing, strengthen coping strategies, and support pathways to recovery. Counselling sessions may be delivered face-to-face, online, or via phone depending on client need.

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the center of all that we do. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, all programs and activities will be subject to the [Child Safety Policy](#).

Role Overview

This new full-time position plays a central role in supporting client access to Doncare's services by providing high-quality intake and assessment across both the Counselling and Emergency Relief teams. The role will conduct comprehensive initial assessments for prospective clients, ensuring timely, safe and appropriate allocation into counselling or case management pathways. It will provide brief interventions, practical support, advocacy, referral and follow-up to address immediate client needs and enhance their engagement with ongoing services.

The position will also provide supervision, training and oversight to counselling and social work students undertaking intake activities, ensuring they deliver client-centred, trauma-informed and culturally responsive practice. In addition, this role will supervise and support the newly established Emergency Relief Financial Capability Worker, ensuring integrated service delivery, collaborative case planning, accurate data collection and continuity of care across Doncare's programs.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Intake	<ul style="list-style-type: none">• Undertake comprehensive risk assessments and provide appropriate and relevant support options to those seeking assistance.• Keep an accurate and clear record of clients on waiting lists, with clear indications of level of need, risk and priority.• Complete allocation process of clients to available counsellors.• Facilitate access to Doncare's services for individuals and families.• Ensure individuals receive timely communication and referrals to support	<ul style="list-style-type: none">• Monthly board reporting on counselling waitlists for adults & children.• All clients' requests are responded to in a timely and effective manner.• Ensure Doncare's service policies and procedures are implemented to ensure that the Intake program has met client needs• Develop collaborative relationships with internal and external agencies.• Maintain appropriate and clearly defined personal and professional boundaries with clients and colleagues.

	<p>agencies/services that are appropriate for their needs.</p> <ul style="list-style-type: none"> • Ensure the delivery of services are accessible and culturally appropriate to individuals from CALD or Indigenous/Torres Strait Islander backgrounds. • Ensure the delivery of services are accessible and respond appropriately to the most vulnerable clients including those with a disability, mental health and other high and complex needs. 	
Supervision and Training	<ul style="list-style-type: none"> • Support volunteer and student counsellors with client allocations and debriefing. • Conduct training for students/volunteers within the intake program. • Provide support with orientation of new students within the counselling program twice per year (x 2 new intakes a year). • Conduct CSnet training in supervision sessions. • Supervise social work students within the counselling program. • Interview new volunteer counsellors and students to assess their capabilities and suitability to the program. 	<ul style="list-style-type: none"> • Students are trained and supported to be able to independently conduct Intake assessments and perform Case Management for our clients. • Effective and collaborative relationships are established and maintained with both internal and external parties, including Doncare staff and other professionals to enhance relationships and appropriate sharing of information to ensure best practice in Intake and allow for appropriate allocations.

	<ul style="list-style-type: none"> • Supervise the Emergency Relief Financial Capability Worker. 	<ul style="list-style-type: none"> • Ensure records of all intake calls, client communication, waitlist and an accessible and informative record of all clients are kept. • Communication is professional, clear, and concise.
Finance	<ul style="list-style-type: none"> • Request invoices for funded counselling clients • Documenting billing and brokerage for funded clients 	<ul style="list-style-type: none"> • Maintain and monitor client records to ensure compliance with funding obligations and Doncare's Policies and Procedures. • Monitor and achieve targets for government funding: Department of Families, Fairness and Housing (DFFH) funding for Family Violence counselling clients every year.
Quality	<ul style="list-style-type: none"> • Support Quality Management Systems including participation in the audit process (internal and external) and identifying opportunities to improve service delivery to clients. • Participate in the ongoing development of the service model. 	<ul style="list-style-type: none"> • Risk assessments completed, documented and reported as per legislative requirements and Doncare's policies and procedures. • Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes • Compliance with organisational, program and legislative

		requirements in relation to information sharing, case recording and data entry requirements. <ul style="list-style-type: none"> • Compliance with Doncare Code of Conduct and our policies and procedures.
Emergency Relief and Reception	Support reception with coverage of lunch breaks and/or when short staffed or students are working at Reception.	
Community Safety	<ul style="list-style-type: none"> • Support a Doncare response to critical incidents within the local area. 	<ul style="list-style-type: none"> • Incidents are responded to and the community supported.
Work Health and Safety	<ul style="list-style-type: none"> • Have an awareness of OH&S policies and incident reporting and the expectation that OH&S is everyone's responsibility. 	<ul style="list-style-type: none"> • Reporting of any incidents or near misses in order for hazards to be reduced.

The employee will be expected to perform other duties outside those set in the Position Description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Key Selection Criteria

Required Qualifications

- Tertiary qualification in social work.

Required experience and skills

- Demonstrated ability to conduct comprehensive intake, risk and wellbeing assessments with ability to assess counselling and Family violence client needs and suitability for different therapeutic support programs.
- Ability to train and support students to conduct intakes and undertake case management for our clients.
- Demonstrated ability to supervise social work students.
- Working knowledge of the sector and experience in case management and referral or intake and assessment roles.
- Demonstrated knowledge and skills in providing inclusive, strength based, trauma-informed and culturally safe services .
- Sound knowledge in relevant legislative requirements.
- Demonstrated ability in time management, setting priorities and planning work effectively.
- Demonstrated ability to work in a team and effectively communicate with clients, families and foster relationships with colleagues and stakeholders.
- Highly developed administration skills including a sound understanding of Microsoft Office and the ability and confidence to work with data management systems. Previous experience with CSnet would be highly regarded.
- High integrity and reliability
- Proven competence with high level attention to detail
- Professional experience within the not for profit sector would be highly regarded.

Other requirements

- This position requires a Police Check and a Working with Children Check prior to commencement.
- A copy of Qualifications must be provided as part of onboarding.

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTQIA+ people and people with a lived experience of disability.