

POSITION DESCRIPTION

Job Title:	Intake Support Worker
Classification	SCHADS level 4
Business Unit:	Bereavement Services
Reports To:	National Intake Manager
Direct Reports:	Nil
Location	National
Date Updated:	21 August 2025

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

Our Bereavement Services Team provides specialised bereavement support free of charge to any person affected by the sudden and unexpected death of a baby or child during pregnancy, birth, infancy or childhood. This includes professional counselling, support groups, peer support, our 24/7 Support Line, and other community-based support activities.

Position Purpose

The primary focus of the Intake Support Worker is to provide immediate and short term support to families in their initial contact with Red Nose. The role responds to all new referrals received from health professionals, emergency responders, family members and self-referrals from bereaved parents. The position ensures that all families are supported until they are allocated to a bereavement program.

Key Internal Relationships

- Intake Team
- Hospital to Home Team
- Counselling Team
- Peer Support Team

Key External Relationships

- Referral sources, Bereavement support agencies and groups

Area of Focus Key Tasks

Intake	<ul style="list-style-type: none"> • Action all new referrals received through the Client Management System (Apricot), 1300 24/7 peer support line, Intake email inbox, and from Peer Support Services for: <ul style="list-style-type: none"> ○ Counselling services; ○ Hospital to Home program; and ○ Peer Support services • Perform intakes and assess client/s on an individual basis for eligibility to our Bereavement Service and access to support based on their needs • Maintain up to date records within the Red Nose Client Management system (Apricot)
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	<ul style="list-style-type: none"> Actively participate in regular meetings with the Intake team and Bereavement Services team, including attendance in supervision and peer supervision
Other	<p>Red Nose employees are responsible for:</p> <ul style="list-style-type: none"> Completing all required training to understand and accurately use Red Nose systems, processes, and tools. Engaging in ongoing professional development to build expertise and support organisational goals. Contributing to a collaborative, high-performing and supportive team culture Working collaboratively with colleagues and stakeholders to achieve team and organisational objectives. Adapting to changing priorities and tasks to meet organisational needs. Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals. Completing administrative and operational tasks accurately and efficiently. Using Red Nose resources efficiently, minimising wastage and cost.

Experience & Qualifications

Essential	<ul style="list-style-type: none"> Qualifications in human or community services or other relevant field; or extensive and relevant skills. Experience in engaging in short term/single session support work with individuals over the phone. Experience in managing competing demands and prioritising workload. Experience working within Client Management Systems (CMS). Experience working in an intake or crisis support line role Experience in supporting clients presenting with significant risk factors or complex needs Demonstrated engagement of families that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including Aboriginal and Torres Strait Islander families, emerging culturally diverse communities and greater risk cohorts including LGBTIQ.
Desirable	<ul style="list-style-type: none"> Experience supporting bereaved families after the death of a baby or child Knowledge of different types of perinatal loss Working towards or achievement of counselling, social work or psychology qualifications

Skills & Technical Expertise

Essential	<ul style="list-style-type: none"> Demonstrated ability to work with bereaved clients with complex needs Ability to understand the complex journey grieving parents undertake when they experience the death of a baby Highly developed interpersonal skills, especially over the phone, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external. Skills in psychological first aid to support families who are in distress or at risk
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	<ul style="list-style-type: none"> • Demonstrated ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement • A proven history of achieving outcomes with the capability to get things moving and completed. • Demonstrated competency in computer use and client management systems (Microsoft Office, email, web based programs and can learn new programs and applications)
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Personal Attributes

Essential	<ul style="list-style-type: none"> • An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.
	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working with passion for our cause

Quality, Safety and Improvement

Essential	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Exercising a duty of care for their own health and safety and that of others. • Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. • Identifying and reporting risks promptly and participating in risk mitigation. • Engaging in quality improvement initiatives. • Demonstrating culturally competent practices that respect and meet the needs of all people, including Aboriginal and Torres Strait Islander peoples • Completing all required safety and quality training • Adhering to all relevant clinical and competency standards • Using person-centred approaches where relevant to their role • Keeping all required certifications, licences, qualifications and screening check requirements up to date.
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Checks – employment subject to:

Essential	<ul style="list-style-type: none"> • National Police Check • Working with Children Check • Work Rights Check
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Authorisation

Position authorised by: Rachel Fcinus, Director Bereavement Services

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