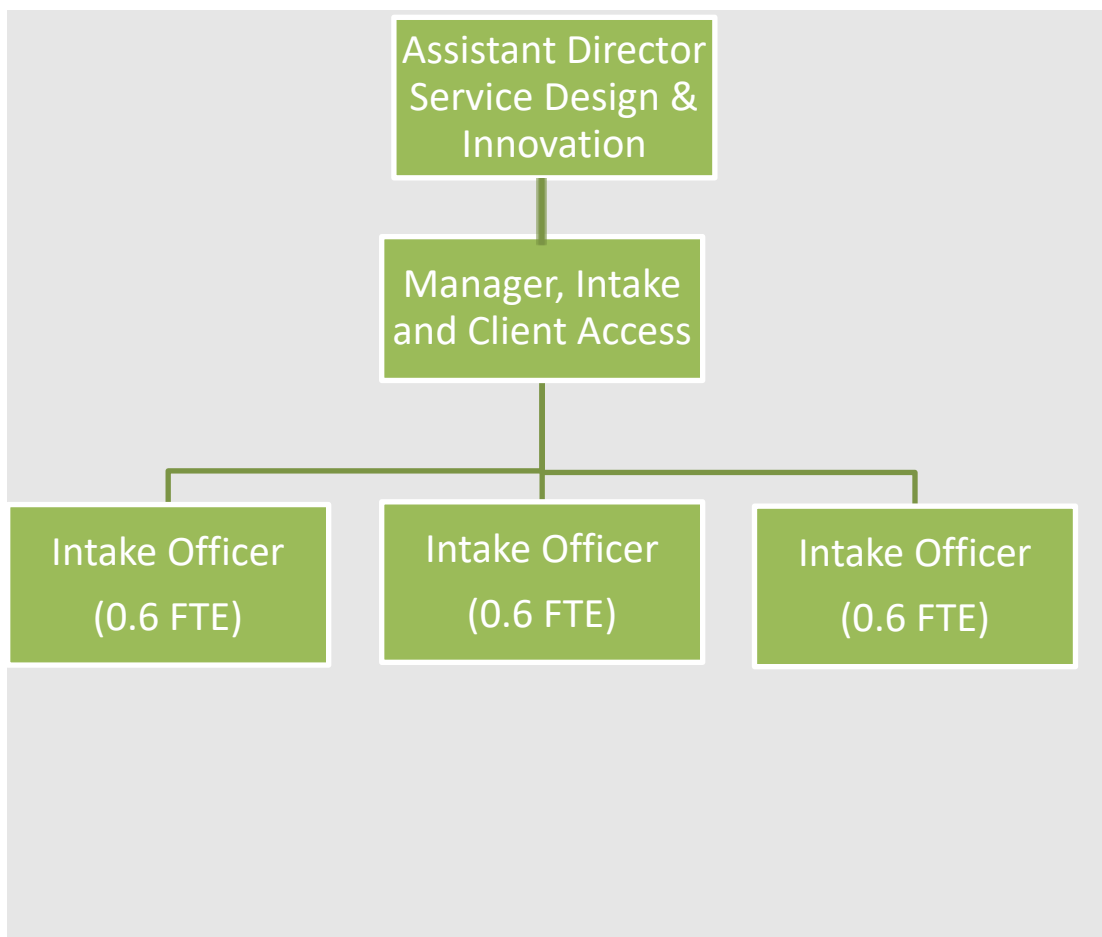


Position Description

Position:	Manager, Intake and Client Access
Reports to:	Assistant Director, Service Design and Innovation
Purpose and Scope:	The Manager, Intake and Client Access leads Consumer Action's new integrated Intake Service, ensuring Victorians can access timely, trauma-informed and client-centred support. This is a unique opportunity to establish and lead a critical service that will become the front door for to Consumer Actions legal assistance programs for consumers. Each year, thousands of Victorians contact Consumer Action for help with consumer, credit and debt issues, often during times of financial hardship or vulnerability. The integrated Intake Service will provide an accessible and coordinated pathway for community into our services, helping people receive the right support at the right time. As the organisational lead for legal intake, triage and referral functions, the Manager, Intake and Client Access will establish the systems, processes, workforce capability and partnerships that underpin effective service delivery. Acting as the steward of Consumer Action's client access function, the role will strengthen engagement with the community, ensure people are connected to the right support at the right time, and provide a vital link between community need and Consumer Action's legal practice. Leading a small specialist team the Manager, Intake and Client Access will work closely with the engagement and learning, legal, policy and campaigns, financial counselling and operations teams to ensure the service is responsive, high-quality and aligned with organisational priorities. The role is responsible for service implementation and continuous improvement, workforce leadership, stakeholder engagement, quality assurance, performance monitoring and the ongoing development of referral escalation pathways. The role also plays an important role in identifying emerging and systemic consumer issues and ensuring

	frontline insights inform Consumer Actions legal practice, advocacy and systemic reform work. During the establishment phase, the role will report to the Assistant Director, Service Design and Innovation. As the Intake Service matures, the reporting line may transition to another area of the organisation to support long-term service delivery arrangements. The responsibilities and scope of the role are not expected to change significantly as a result.
Direct reports:	3 Intake Officers (0.6 FTE)
Indirect reports:	0

Organisation chart



Responsibilities

1. Lead the implementation, operation and continuous improvement of Consumer Action's integrated Intake Service, ensuring accessible, high-quality and client-centred service delivery across phone and future digital channels for our consumer help line.
2. Recruit, lead, support and develop a high-performing intake team through effective supervision, coaching, workforce planning and capability development.
3. Establish, maintain and continuously improve intake, triage, referral and escalation processes, service standards, quality assurance frameworks and practice resources that support consistent service delivery.
4. Work collaboratively across Consumer Action to ensure community members have access to Consumer Action's services, consumers are appropriately assessed, prioritised and connected to legal assistance, financial counselling and other services that best meet their needs and align with organisational priorities.
5. Build and maintain effective relationships with internal stakeholders and external referral partners to strengthen service coordination, referral pathways and access to support.
6. Provide leadership and guidance in relation to client services, complex client matters, complaints, service escalations and risk management issues arising through intake services.
7. Monitor, analyse and report on service demand, performance, client outcomes and emerging consumer issues, using data and frontline insights to inform service improvements, organisational priorities and systemic advocacy.
8. Contribute to organisational planning, governance, strategic initiatives and continuous improvement activities, supporting Consumer Action to deliver on its strategic objectives to maximise its impact for Victorian consumers.

Qualifications and experience

- Relevant tertiary qualifications in community services, social work, human services, law, health, psychology or a related discipline (mandatory)
- Significant experience leading frontline teams in complex service environments, ideally within intake, assessment, triage or client access services. (mandatory)
- Experience within community legal services, financial counselling, social services or access to justice settings and with First Nations people and communities (desired)

Key selection criteria

1. Demonstrated experience leading and developing frontline teams, including supervision and coaching, managing performance, supporting wellbeing and maintain service quality in high-demand environments.
2. Experience establishing or managing intake, triage or client access services, including procedures, service standards, quality assurance processes and referral pathways.
3. Proven ability to build productive relationships across teams and organisations to achieve shared outcomes and improve service delivery.
4. Demonstrated ability to use service data, client feedback and frontline insights to improve services, identify emerging issues and support organisational decision making.
5. Commitment to Consumer Action's vision and values of respect, fairness, reflection and courage with the ability to foster inclusion, collaborative and a learning-oriented team culture.
6. Demonstrated experience delivering or leading client-centred, trauma informed services, including working with people experiencing vulnerability, disadvantage or complex circumstances, and an ability to support culturally safe and responsive services for First Nations peoples and communities.
7. Demonstrated experience managing service demand, workforce capacity, rostering and resource allocation to meet client and organisational needs.

About Consumer Action and the role of Manager, Intake and Client Access

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 65 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

The integrated Intake Service is the front door to Consumer Action's legal assistance and a critical part of how we support Victorians experiencing consumer, credit and debt issues. The Manager, Intake and Client Access will lead the establishment and ongoing development of this service, ensuring people can access timely, coordinated and client-centred support while generating insights that inform Consumer Action's legal practice, policy advocacy and systemic reform work.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.