



**VICTORIAN ABORIGINAL
HEALTH SERVICE**
Caring for the Community

Intake Referral Dispatch Call Operator

For this position, preference may be given to persons of **Aboriginal and / or Torres Strait Islander descent** (as permitted under The Victorian Equal Opportunity Act 2010 s12: “A person may take a special measure for the purpose of promoting or realizing substantive equality for members of a group with a particular attribute”).

A supportive workplace that will help you to develop your skills further

Not for profit Salary Packaging available

Casual Employment Contract

Staff may at times be required to work after operational hours.

About the Organisation

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian Aboriginal communities. 2023 marked a landmark year as VAHS proudly celebrated its 50th year of providing a comprehensive range of medical, dental, allied health and social services for our community.

As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

VAHS is a child safe organisation, committed to child safety and wellbeing, and recruits staff in accordance with the Child Safe Standards Victoria.

About the Opportunity

In 2019 the Victorian Government committed to decriminalising public drunkenness to replace the criminal justice response with a health-based response to support people who are intoxicated in public. The Intake, Response Dispatch (IRD) call operator involves various responsibilities related to effectively managing incoming calls, providing information, and coordinating services. The role is crucial in providing efficient and effective support to individuals in need.

Key responsibilities

Service Delivery

- Answer incoming calls, conduct initial assessments, and gather accurate information.
- Communicate with team members throughout shifts for updates.
- Remain professional, knowledgeable, and clear about available services.
- Screen calls for risk/urgency and escalate when necessary.
- Refer to AOD clinicians for clinical assessments as needed.
- Coordinate with outreach teams to ensure effective service delivery.
- Match callers to appropriate services based on needs, location, and cultural preferences.

Quality Assurance

- Identify ways to streamline processes and reduce wait times.

- Ensure dispatch follows protocols for quality and safety.

Training & Professional Development

- Participate in training, reflective practice, and supervision.
- Stay updated on best practices and relevant legislation.
- Use supervision to improve performance and identify training needs.

Administration

- Accurately document all client and call records.
- Maintain detailed dispatch records, including incidents and outcomes.
- Ensure compliance with laws, policies, and OH&S practices.

Prerequisites

- Tertiary qualifications in AOD, Community Services, Health, Mental Health, Nursing or related fields highly regarded.
- Applicant must hold a valid Victorian Working with Children's Check

How to Apply

Please send your application, which must include a cover letter and curriculum vitae, via employment@vahs.org.au before Sunday 9pm, 14 September 2025.