

# Position Description

## Intake Officer



### Position summary

Reporting to the Intake Manager, the Intake Officer ensures appropriate and timely screening, assessment, planning and connection to our support services. The role will manage enquiries, assess potential participant needs and ensure there is a consistent and respectful response. While there are some face to face meetings, the majority of work is on the phone or via email.

### Organisational relationships

**Direct reports:** Nil

#### Internal and external relationships

Internal relationships involves team and staff engagement and collaboration.

External relationships may include families and carers, Centrelink, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community.

Responsibilities	Outcomes
<b>Respond to enquiries or referrals</b>	
Respond promptly and sensitively to requests for services.	Enquiries are responded to within suitable time frames.
	A complete and accurate record of referral details is created.
	Individuals and referrers experience their first contact with the service positively.
	Information is disseminated clearly and transparently while maintaining strict confidentiality of identity.
	Individuals are provided with information to pursue other appropriate options if necessary.
	Referral information is supplied to service providers and external agencies, as appropriate to forge strong relationships.
Assess potential participants in accordance with program specific eligibility criteria.	Potential participants are taken through a set of questions to establish what service is suitable for them and will best meet their current needs.
	Participants are informed about available services, eligibility criteria, waiting times, fees policy and their rights and responsibilities in relation to accessing services.

	Processes are followed to ensure there is consistency of information supplied so accurate treatment needs are identified.
	Timely responses to participants and referrers regarding the outcome of their referral are provided.
	Information is accurately recorded and missing information is followed up.
Use culturally appropriate bio-psycho-social assessments and suicide risk assessments.	Appropriate assessments are utilised for referral to the programs that best suit participant needs.
Identify specific needs, current physical health/dietary/ medical issues.	There is sufficient information to support good clinical decision making about treatment options.
Conduct risk assessments, including suicide, self-harm and violence risks.	A detailed understanding of particular strengths, issues or experiences is obtained.
Provide referral to crisis support as appropriate.	Where urgent assistance for potential participants appears to be indicated, it is discussed as a matter of priority with the Manager or another team member so the participant gets the support they need.
<b>Intake support</b>	
Work closely with program staff to address issues and promote the service.	Enquiries, referrals, allocation and management of waiting lists and participant exits are discussed with program staff and the Manager.
	Caseload levels are maintained and needs of participants are considered.
	Areas for potential communication, marketing and promotion of services are identified and communicated to the Manager.
Provide aftercare and follow up services to participants.	Participants are contacted after exiting programs and aftercare and/or follow up is provided.
	Information to access other programs to meet changing needs is provided.
Assessment of participant medication requirements.	Accurately assess and document participant medications and scripts of participants.
Take Keeping in Touch Calls.	Keeping in touch calls are taken and accurate records are maintained.
Attend other services to experience processes	There is a regular time set aside to attend all services to gain an understanding of how they work so it can be communicated to potential participants.
Organise contracts with potential participants.	Service contracts and agreements are organised with participants before arrival.
<b>Family Inclusivity</b>	
Contact is maintained with family or key support people of participants.	Calls from family members or key support people are taken and referrals are made to family support service or general support in the wider community.
	Letters or brochures are sent out to family members or key support people advising them of the variety of services at the Buttery.

Responsibilities	Outcomes
<b>Record Keeping and Data Collection</b>	
Maintain records of call numbers.	Call volumes are recorded to demonstrate demand for services.
Document the results of assessment and intake	Participant records are kept up to date, accurate and are comprehensive with colleagues informed of essential information or changing circumstances.
Maintain up-to-date participant records and comply with data collection standards.	Participant statistics are maintained to demonstrate that the program meets funding requirements.
Maintain confidentiality and security of data.	Participant statistics are maintained to demonstrate the program meets funding requirements.
Complete general administrative tasks such as filing, photocopying, binding, archiving and correspondence management.	The referral phone list is maintained and up to date.
	Filing and archiving is up to date and any records of correspondence required for compliance or invoicing is maintained.
	Information packs are printed and bound so they are readily available for intake.
	Process changes are recommended to increase efficiency and issues are communicated.
Maintain confidentiality and security of data.	Data is kept securely by locking filing cabinets and ensuring computers are locked when staff are called away.
<b>Back up support</b>	
Provide back up support to other administration and intake roles	Other intake and administration staff are provided with support to complete their roles or cover leave as required.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Buttery sites and complying with pandemic directives.
	Any injury, hazard or illness are reported immediately, where practical, to your Manager.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement

Standards and proactively engage with Buttery continuous quality improvement.	processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, residents, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Intake Manager	

## Selection criteria

### Qualifications and checks

- Tertiary qualifications in mental health and/or AOD or equivalent experience
- A satisfactory Criminal Record Check and Working with Children Check
- Current and valid Driver's Licence and evidence of current COVID vaccination.

### Professional skills and experience

- Substantial experience working in an intake and assessment role
- Demonstrated knowledge of mental health disorders and supports
- Demonstrated ability to engage effectively with participants in crisis and provide appropriate trauma-informed support
- Computer literacy in videoconferencing, MS Office and client data management programs e.g. Mimaso
- Strong customer service experience with a professional phone manner
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

### Interpersonal skills

- Ability to be flexible and perform under pressure
- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role

## Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_