

# Intake Administrator – Mental Health Services

## Success Profile

As at 18/09/2025

<p><b>You will make a difference by</b></p>	<ul style="list-style-type: none"> <li>• Providing responsive administration services for the Mental health and Wellbeing Team including answering incoming calls, replying to emails, registering referrals, and confirming eligibility of clients based on demographic data.</li> <li>• Maintaining an exceptionally high accuracy in record keeping in the mental health client management systems.</li> <li>• Providing information to individuals and external services about IPC Mental Health Programs.</li> <li>• Effective management and coordination of clinical appointments including scheduling, cancellation, and re-scheduling.</li> <li>• Accurate documentation of client information and interactions including client records/profiles created for people upon entry to the service.</li> <li>• Providing a positive and effective first point of contact where relationships are supported via clear communication that will result in an enhanced client experience.</li> <li>• Maintaining client confidentiality and data security of all personal client information.</li> <li>• Escalating any people presenting with risk or distress clinicians or senior leaders within the team.</li> <li>• Contributing to a positive and supportive team culture and</li> <li>• Following all policies and procedures as required in the operational delivery of IPC Health's Mental health Services.</li> </ul>
<p><b>To succeed, you will need</b></p>	<ul style="list-style-type: none"> <li>• At least 2 years previous experience in customer service within the medical, community, dental and/or health environment.</li> <li>• Demonstrated ability to work under pressure in a high-pressure environment.</li> <li>• Demonstrated ability to work cohesively within a team environment and ability to work autonomously.</li> <li>• Demonstrated high level interpersonal and communication skills, both written and verbal.</li> <li>• Demonstrated high level experience in administration and computer skills.</li> <li>• Demonstrated strong complaint resolution skills and experience in dealing with challenging behaviours.</li> <li>• Demonstrated strong understanding of confidentiality and ability to work within the Privacy principles.</li> <li>• Current Victorian Drivers licence.</li> <li>• Willingness to work on site at an agreed IPC Health location with some flexibility to work from home.</li> </ul>

<b>You will improve and promote One Team IPC Health by</b>	<ul style="list-style-type: none"> <li>Acting with purpose, measuring our results, and celebrating achievements (<b>We make a difference</b>)</li> <li>Going above and beyond, demonstrating understanding and respect for our communities and each other (<b>We are passionate</b>)</li> <li>Learning, experimenting and innovating (<b>We are creative</b>)</li> </ul>
<b>We will contribute to your success by</b>	<ul style="list-style-type: none"> <li>Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>Aligning the contribution you make to IPC Health's strategy.</li> <li>Guiding you in what to do, when and how to do it.</li> <li>Developing your skills with regular feedback and exploring career opportunities.</li> <li>Ensuring you feel fulfilled at the end of each workday.</li> <li>Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>
<b>Key Deliverables and Measures</b>	<ul style="list-style-type: none"> <li>Record and achieve reportable hours</li> <li>Make positive contributions to the overall functionality of the team.</li> <li>Identify and report incidents, hazards, risks or building maintenance issues as they occur.</li> <li>Participate in continuous improvement initiatives and training as required.</li> <li>Develop and maintain harmonious, effective relationships with all staff, professional groups and external community and key stakeholders.</li> <li>Promote the values and principles of IPC Health, we are passionate, we make a difference, we are creative</li> </ul>

<b>Team</b>	<ul style="list-style-type: none"> <li>Mental Health and Wellbeing Services</li> </ul>
<b>Reports to</b>	<ul style="list-style-type: none"> <li>Manager, Mental health and Wellbeing</li> </ul>
<b>Key relationships</b>	<ul style="list-style-type: none"> <li>Manager of Mental Health and Wellbeing IPC Health</li> <li>Intake Coordinator, Mental Health and Wellbeing</li> <li>General Manager Operations &amp; Clinical Care IPC Health</li> <li>The broader Mental Health and Wellbeing team</li> <li>External stakeholders including people seeking service, referrers and local services</li> </ul>

## Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

## Our Values

### We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



### We make a difference

We act with purpose, measure our results and celebrate achievements.



### We are creative

We learn, experiment and innovate.

