

Employee Position Description

Position Details		
Position Title: Mental Health & AOD Intake Clinician	Department: Mental Health & AOD	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Manager AOD	Location: The position is based at AccessHC Hawthorn but may be required to work from other AccessHC sites	
Direct Reports: Nil	Employment Status: Max term Part time 0.8 EFT 30 th June 2027	Classification: Social and Community Service, Social Worker Level 5, (Pay point dependant on experience)
Position Primary Purpose		
The Mental Health and AOD Intake Clinician is an important role within the Mental Health and AOD service, providing the first point of contact, engagement and triage for consumers seeking to access mental health and alcohol and other drug (AOD) services. The Mental Health and AOD Intake Clinician will assess and support clients to access a variety of mental health and/or AOD services within AccessHC, and make external referrals where required. This includes, through a combination of phone, telehealth and face-to-face contacts, assessing their needs and appropriately actioning the referral. This may include completing an initial needs assessment, conducting risk assessments, providing brief interventions, booking an appointment, providing clients with relevant information and referral pathways, or making a referral to another service.		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager Decisions as per the AccessHC Delegation framework	Internal - Mental Health, & AOD Leadership Team - Manager AOD, Manager headspace Hawthorn - Senior Manager Mental Health and AOD - Senior Clinicians and clinical staff in Mental Health, AOD and headspace teams - Other Intake Teams within AccessHC (e.g. Allied Health, Child and Family, CamCare & headspace) - GP and medical practice	External - External GP Referrers - EMPHN Referral and Access Team - ECADS (Eastern Consortium of Alcohol and Drug Services) partners, including Turning Point - Other community health, mental health, AOD family violence, homelessness, and employment services as relevant

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Key Accountabilities	
Focus Areas	Responsibilities
Direct Support / Clinical Services	• Register all incoming mental health and AOD referrals, including Medication Support and Recovery Service (MSRS), Stepped Care (Steps), community health counselling, NDIS, and fee-for-service referrals • Conduct initial “Connect and Engage” calls with clients (via phone, video, or face-to-face) to provide a sense of welcome, hope, and empathy, and to explore their mental health and AOD needs and appropriate referral pathways. • Book Support First appointments with the most appropriate clinician at a time and location suitable for the client • Conduct Support First appointments with the purpose of facilitating a conversational assessment and addressing the client’s immediate needs • Undertake comprehensive clinical assessments with clients in relation to AOD and Mental health • Provide brief interventions (either over the phone or face-to-face) where appropriate. • Conduct clinical risk assessments (including suicide risk assessments) and create safety plans where appropriate • Assist clients to navigate service systems using step up/step down approaches and service coordination • Inform clients, families and others of potential referral pathways to support clients and key stakeholders • Understand and apply knowledge areas including funding sources, referral pathways and relevant legislation such as child safety, family violence, mental health, alcohol and other drugs, guardianship and administration, and elder abuse
Partnerships and Networking	• Support the establishment of referral pathways and connections with key stakeholders, including GPs, pharmacists, hospitals, and mental health/AOD services • Promote the Stepped Care Model and other AccessHC programs to the community, consumers and key stakeholders across the region • Help to build relationships with referrers and agencies and with other internal teams, including the Medical, Allied Health, Child and Family, CamCare, Mental Health, AOD and headspace teams, and relevant consortium partners • Work as an effective and collaborative member of the Mental Health & AOD Services to ensure a client-centred and holistic response is provided
Quality, Safety and Clinical Governance	• Complete accurate clinical notes for all consumers and ensure up-to-date and comprehensive clinical records are maintained • Ensure all legislative requirements (including those relating to mandatory reporting) are followed, and all clinical and OH&S incidents are accurately reported in the VHIMS Central database • Maintain high quality data recording as per program requirements • Ensure clinical outcome measures are completed with all consumers as required

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Key Accountabilities	
Focus Areas	Responsibilities
	- Contribute to the continuous quality improvement and accreditation of the Mental Health & AOD programs as directed by the Manager - Participate in regular clinical supervision and operational (line management) supervision
Program Evaluation and Team Participation	- Assist in the general review and evaluation of the Mental Health and AOD programs at AccessHC - Participate in other program development and project work as required - Contribute to the team and participate in a supportive team culture - Contribute to the planning, monitoring and evaluation of the services at AccessHC - Represent the service as required in a professional and ethical manner
AccessHC Values	Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Respect, Innovation</i> and <i>Quality</i>.
Governance and Compliance	- Act in accordance with AccessHC's policies, procedures and code of conduct. - Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. - Participate in mandatory training and professional development requirements to support the delivery of a safe and effective service. - Work with the Team Leader and Management to make a contribution towards effective risk management. - Take personal responsibility for the quality and safety of work undertaken.
Workplace Health and Safety	- Act in accordance with health and safety policies and procedures at all times. - All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. - Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct.

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Selection Criteria	
Mandatory selection criteria items • Police Check • Working With Children Check • Drivers licence Key selection criteria items • Relevant mental health qualifications (such as social work, counselling, alcohol and other drugs, nursing or similar field) and equivalent work experience with a minimum 2 years' experience working with clients in mental health, AOD or related fields • Excellent understanding of mental health and alcohol and other drug (AOD) treatment services and referral pathways, with particular focus on the Eastern Region • Experience and/or training in conducting clinical risk assessments and implementing risk management plans with clients • The ability to produce and maintain high level clinical documents, reports and databases • Proficiency with electronic health record systems (such as TrakCare,) and Microsoft Office programs (Word, Excel, Outlook and PowerPoint and databases	Attributes we value • Possess a warm, empathic and professional therapeutic style • Ability to work independently and as part of a multi-disciplinary team • Ability to work autonomously, make decisions, organize workload, set priorities and meet deadlines. • Willingness to expand your current skillset to meet the needs of the service • The ability to work respectfully and creatively with diverse populations, including Indigenous Australians, LGBTIQ and CALD communities • Demonstrated behaviours consistent with AccessHC values
Our Commitment to Diversity and Inclusion Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds, people with disability, people of all genders and sexualities, and people with lived and living experience. We recognise the strength, resilience and ongoing contributions of First Nations peoples and are committed to advancing reconciliation through our employment, service delivery and organisational practices. All compliance requirements will be assessed on a case-by-case basis, and a criminal history does not automatically exclude an applicant from employment. All applications will be treated confidentially.	

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Authorisations	
Manager Name: Signature: _____ Date: / /	Staff Name: Signature: _____ Date: / /

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