

SUCCESS PROFILE

Intake Worker

As Aug 2026

You will make a difference by	• Supporting IPC Health’s vision by providing an accessible first point of contact to consumers seeking Community Health Services. • Undertake Initial Needs Identification in a holistic manner; considering the consumers’ social, psychological, medical and physical aspects of health; opportunities for health promotion and, if appropriate, exploring issues other than presenting issues. • Provide appropriate and detailed information about services, organisational eligibility and waiting list policy and community resources, and how to access them. • Ensuring smooth transitions for the clients in their journey including booking appointments where availability allows. • Assist clients to navigate the service system and facilitate connections with relevant services and supports in the community to support their health and wellbeing. • Collect information in a sensitive manner, with particular regard to cultural requirements, language barriers, special communication needs, privacy and confidentiality and anonymity.
To succeed, you will need	• Tertiary qualifications in health, community services, behavioural/social sciences disciplines with demonstrated experience in a similar role within community health or a community based setting. • Experience in undertaking intake and screening activities to effectively determine client needs and assist or refer on as needed. • Capacity to work independently and in consultation with a multidisciplinary team to coordinate service access and client care. • Possess broad knowledge of the service sector in the Western Metropolitan Region and the ability to liaise across the full spectrum of health and welfare services. • Excellent communication and written skills to provide reliable information to guide individuals, families and carers to explore options, make informed decisions, and to facilitate access to services and support both internally and externally to IPC Health. • Effective interpersonal skills to enhance collaboration both internally and externally and to approach conflict in a respectful, open and reflective manner. • Well developed knowledge and understanding in working with people from CALD backgrounds and clients experiencing a range of physical and mental health and wellbeing conditions.

	• Proficiency in technical skills, including Microsoft Office suite & client management database. Experience with TrakCare and My Aged Care portal also highly regarded. • Current Police and Working With Children checks.
You will improve and promote One Team IPC Health by	• Acting with purpose, measuring our results, and celebrating achievements (We make a difference) • Going above and beyond, demonstrating understanding and respect for our communities and each other (We are passionate) • Learning, experimenting and innovating (We are creative)
We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • 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.
Key Deliverables and Measures	• Demonstrate effective risk management practice including the ability to prioritise high needs clients. • Maintain comprehensive and up to date client records and ensure their safe custody and confidentiality at all times. • Participate in continuous improvement initiatives, professional development and training as required. • Develop and maintain harmonious, effective relationships with all staff, professional groups and external community and key stakeholders. • Achievement of individual and team based Key Performance Indicators including meeting service delivery targets. Book client appointments where required. • Identify and report incidents, hazards, risks or building maintenance issues as they occur. • Promote the values and principles of IPC Health, we are passionate, we make a difference, we are creative. •

Team	Intake Team
Reports to	Intake Team Leader
Key relationships	- Patient centred care for individuals who attend IPC Health services including their carers and families. - IPC Health internal teams including but not limited to Allied Health, Clinical Services, GP Clinics, Aged Care, Aboriginal Health, Client Services - External referrers (GPs, Community Workers, Allied Health, Maternal Child Health Nurses, Hospital Staff)

Our Purpose		
Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.		
Location:	The employee may reasonably be required to travel and work at other locations dependent on the need of the business.	
Vaccination category of role		
Systems required for role and access level		

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. 

