

Employee Position Description

| Position Details | | |
|---|---|--|
| Position Title: Intake Support Worker | Department: AOD and Mental Health | Agreement: Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 |
| Reports To: Team Leader – Mental Health & AOD Intake | Location: Based at Ringwood but may be required to work across any AccessHC site | |
| Direct Reports: Nil | Employment Status: Permanent Part-Time | Classification: Clerical Worker Grade A Year 5+ |
| Position Primary Purpose | | |
| <p>The Intake Support Worker will provide administrative, clerical and data support for the Mental Health and Alcohol and Other Drug (AOD) Intake team. The Intake Support Worker will work as a member of the Mental Health and AOD Intake team to support the intake clinicians to deliver a responsive and accessible intake service for people presenting with mental health and AOD concerns. Administrative tasks may include greeting clients who present to reception, registering clients and referrals on the client management system, updating electronic health records, sending acknowledgement and outcome letters to referrers, booking and rescheduling client appointments, and responding to phone messages. The Intake Support Worker will also work to ensure that data reporting for the intake team is accurate, and meets the service reporting requirements.</p> | | |

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.

| Decision Making Authority | Key Relationships |
|---|--|
| Decisions made independent of Manager <ul style="list-style-type: none"> Decisions as per the AccessHC Delegation framework | Internal <ul style="list-style-type: none"> Mental Health and AOD Intake Clinicians Team Leader Mental Health & AOD Intake Senior Manager Mental Health and AOD Manager AOD, Manager Mental Health, Manager headspace Hawthorn Mental Health and AOD Program Support team Staff working across Mental Health & AOD services at AccessHC and partner agencies Allied Health and Child & Family Intake teams GP, allied health and other services at AccessHC External <ul style="list-style-type: none"> External funding bodies such as Eastern Melbourne PHN Consortium partners for Steps, MSRS, ECADS and HeadtoHelp |

| Key Accountabilities | |
|--|--|
| Focus Areas | Responsibilities |
| Intake Support and Administration | <ul style="list-style-type: none"> Register new clients and referrals on the client management system Update electronic health records, entering case notes and uploading documents Send acknowledgement and outcome letters to referrers Book and reschedule client appointments Respond to phone messages and other enquiries Greet clients who present to reception and mark the client record as 'attended' Provide other general administrative support to the intake team |
| Partnerships and Networking | <ul style="list-style-type: none"> Represent the intake service and AccessHC in a friendly and professional manner Maintain good relationships with key stakeholders and referrers by ensuring clear and timely communication regarding referrals and outcomes |
| Data Reporting | <ul style="list-style-type: none"> Ensure that all contacts and data are entered in an accurate and timely manner |

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.

| | | | | |
|---------------|------------------------|------------------|------------------------|-------------|
| Version No: 2 | Last Updated: 10.12.21 | Author: T. Short | Approved By: J. Seeber | Page 2 of 4 |
|---------------|------------------------|------------------|------------------------|-------------|

| Key Accountabilities | |
|---|--|
| Focus Areas | Responsibilities |
| | <ul style="list-style-type: none"> Assist with monitoring of new referrals and other KPIs, and support the team to meet required targets, KPIs and quality processes |
| Integration with Access Health and Community | <ul style="list-style-type: none"> Actively participate and contribute to AccessHC service integration activities as requested by Management Represent the service as required in a professional, courteous and empathic manner |
| AccessHC Values | <ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of: <ul style="list-style-type: none"> Equity Collaboration Respect Quality Innovation |
| Governance and Compliance | <ul style="list-style-type: none"> 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 requirements to support the delivery of a safe and effective service. |
| Workplace Health and Safety | <ul style="list-style-type: none"> 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. Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment and by participating in Health and Safety training as required |
| Professional Development | <ul style="list-style-type: none"> Actively participate in relevant continuing professional development in line with an Individual Workplan |

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.

| | | | | |
|----------------------|-------------------------------|-------------------------|-------------------------------|--------------------|
| Version No: 2 | Last Updated: 10.12.21 | Author: T. Short | Approved By: J. Seeber | Page 3 of 4 |
|----------------------|-------------------------------|-------------------------|-------------------------------|--------------------|

| Selection Criteria | |
|---|---|
| <p>Standard selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (<i>mandatory if lived/work overseas in past 10 years</i>) • Working With Children Check • NDIS Worker Screening Check • Driver's Licence • COVID-19 Vaccination Certificate (3 doses) <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> • Qualifications or relevant experience in administrative support, customer service, data entry or clerical roles • Experience using TrakCare, Fixus or other electronic health records (highly desirable) • Understanding and commitment to privacy and confidentiality in relation to health services • Proficiency in Microsoft Office and relevant software applications. • Experience working in the mental health, primary care or health sector (desirable) | <p>Key skills and attributes</p> <ul style="list-style-type: none"> • Strong written and verbal communication skills • Demonstrated ability to adapt to fast changing work environments • Commitment to continuous quality improvement and health promotion principles • Effective time management and prioritisation skills • High level of accuracy and attention to detail • The ability to quickly learn and adapt to new systems, technologies and processes • Excellent time management skills and demonstrated ability to meet targets and deadlines • Ability to work in a team environment • Ability to work creatively and respectfully with people from diverse backgrounds, including Aboriginal and Torres Strait Islanders, culturally and linguistically diverse and LGBTIQA+ communities • Demonstrated behaviours consistent with AccessHC values |
| <p style="text-align: center;"><i>AccessHC is a Child Safe Organisation.</i></p> <p style="text-align: center;"><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p> | |

| Authorisations | |
|---|--|
| <p>Employee Name:</p> <p>Signature: _____</p> <p>Date: / /</p> | <p>Manager Name:</p> <p>Signature: _____</p> <p>Date: / /</p> |

| | | | | |
|--|-------------------------------|-------------------------|-------------------------------|--------------------|
| <p style="text-align: center;"><i>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.</i></p> | | | | |
| Version No: 2 | Last Updated: 10.12.21 | Author: T. Short | Approved By: J. Seeber | Page 4 of 4 |