

POSITION DESCRIPTION

Position Title	Intake Worker
Directorate	Operations and Clinical Care
Department	
Unit	Client Services, Administration and Intake
Reports To	Manager Client Experience
Agreement	Community Health Centre (Stand Alone Services) Social And Community Service Employees Multi Enterprise Agreement 2017

Position Objective

- To support IPC Health's vision by providing an accessible first point of contact to consumers seeking Community Health Services.
- To effectively assess client eligibility, identify initial client needs, prioritise entry into appropriate IPC Health services and refer to external agencies.

Key Responsibilities

Planning, Job Knowledge & Skills

- Collect information in a sensitive manner, with particular regard to cultural requirements, language issues, special communication needs, privacy and confidentiality and anonymity.
- Ensure all consumers have access to available, appropriate services and consumers/carers are involved in decision-making.
- 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 current, appropriate and detailed information about services, organisational waiting list policy and community resources, and how to access them.
- Assist consumers to navigate the service system.
- Provide consumer community resource information materials where necessary.
- Determine eligibility and prioritisation based on discipline specific prioritisation tools.
- Determine initial needs and risk/urgency based on an unstructured interview, supported by appropriate parts of Trak care.
- Demonstrate effective risk management practice including the ability to prioritise high needs clients.
- Identify the full range of consumers needs as far as possible.
- Book client appointments where required.

- Initiate appropriate referral to other health professionals (internal or external) using professional judgement, thereby providing access to service-specific, specialist and comprehensive assessment.
- Provide feedback to referring agencies as identified.

Communication and Documentation

- Maintain comprehensive and up to date client records and ensure their safe custody and confidentiality at all times.
- Prepare and maintain appropriate statistical data, reports and analyses for activities and services for which responsible and make recommendations as appropriate.
- Provide information and options in respect of areas of responsibility and professional expertise as circumstances require and as requested.

Teamwork, Working Relationships and Interpersonal Skills

- To use effective interpersonal skills to enhance collaboration both internally and externally.
- To approach conflict in a respectful, open and reflective manner and regard it as a learning opportunity.
- To attend and actively participate in campus, program and discipline meetings and activities.

Continuous Quality Improvement

- To identify, develop, implement, and evaluate quality improvement activities.
- To participate in the development of policies and procedures for areas for which responsible.
- To participate in occupational health and safety training and risk management activities as relevant to the role and as required.
- To participate in and coordinate as delegated, professional development and training activities.

Key Selection Criteria

- 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.

- Demonstrated knowledge and ability to effectively conduct risk assessments, including identifying suicide and violence risks, using assessment tools to develop appropriate safety and action plans.
- Highly skilled in undertaking intake and screening activities, such as comprehensive bio-psycho-social assessment to effectively determine client needs and assist or refer as needed.
- Capacity to work independently and in consultation with a multidisciplinary team to coordinate client care.
- Well developed knowledge and understanding in working with CALD people from disadvantaged backgrounds experiencing mental health issues.
- 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; guide individuals, families and carers to explore options, and make informed decisions; and facilitate access to services and support.
- Proficiency in technical skills, including Microsoft Office suite, client management database (ie TRAK Care), Electronic Service Directory.

Other Information

- This role is subject to a satisfactory National Police History check.

Occupational Health and Safety

- Ensure that IPC Health's Occupational Health and Safety Policy and Procedures are continually observed and complied with.
- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with IPC Health's OHS Frameworks.
- Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.
- Actively participate in hazard elimination where practical.

Our Values



IPC Health is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. IPC Health encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI community to join our workforce.

IPC Health is committed to the safety and wellbeing of all children and young people accessing our services and the welfare of the children in our care will always be given a high priority. IPC Health is committed to providing a safe environment where all children and young people feel safe and valued.

Physical Inherent Requirements

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| Office Duties: | <ul style="list-style-type: none">• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.• General office based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries. |
| Driving: | <ul style="list-style-type: none">• Required to drive private or IPC Health owned vehicles. |
| Work Environment: | <ul style="list-style-type: none">• May be required to work from different sites.• Exposure to varied weather conditions. |
| Carrying and Lifting: | <ul style="list-style-type: none">• Infrequent lifting and carrying of items up to 5kgs. |
| Standing and Walking: | <ul style="list-style-type: none">• Standing and walking for periods up to an hour at a time with breaks. |
| Bending and Reaching: | <ul style="list-style-type: none">• Required to occasionally bend and reach. |

People and Culture Use Only

Position Number(s) 10377

Last Reviewed 14 November 2022