

Success Profile Intake Administration Officer - Mental Health Services

Team Mental Health Services Intake

Supporting Leader Mental Health Services Team Leader

You will make a difference by



- Provide responsive administration services which may include answering incoming telephone calls, registering referrals, and confirming eligibility based on demographic data and corresponding to key stakeholders in a positive, efficient and timely manner.
- Assist with service navigation to our internal IPC Health services and programs and external community services
- Effective management and coordination of appointments including scheduling, cancellation, review & recalls and maintenance of program waitlists to enable clients access to services.
- To ensure positive and effective relationships are generated and maintained via open communication and the sharing of knowledge that will result in enhanced client experience.
- Maintain client confidentiality and discretion regarding referral information, appointments, and client interactions.
- Ensure Team Leader and Manager are aware of any issues which may impact on

To succeed, you will need



- Previous experience in customer service within the medical, community, dental and/or health environment.
- Demonstrated ability to work under pressure in a high-pressure environment.
- Demonstrated ability to work cohesively within a team environment and ability to work autonomously.
- Demonstrated high level interpersonal and communication skills, both written and verbal.
- Demonstrated high level experience in administration and computer skills.
- Demonstrated strong complaint resolution skills and experience in dealing with challenging behaviours.
- Demonstrated strong understanding of confidentiality and ability to work within the Privacy principles.
- Current Victorian Drivers licence.

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 work day
- 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



- Record and achieve reportable hours
- Make positive contributions to the overall functionality of the team.
- Identify and report incidents, hazards, risks or building maintenance issues as they occur.
- Participate in continuous improvement initiatives and training as required.
- Develop and maintain harmonious, effective relationships with all staff, professional groups and external community and key stakeholders.
- Promote the values and principles of IPC Health, we are passionate, we make a difference, we are creative

Key Relationships



- Manager Mental Health and Wellbeing Services
- Mental Health Services Team Leader
- Mental Health Intake Workers
- Mental Health Services Team
- IPC Health Service Providers
- Community members and referring organisations