Position Description

Position Title:	**Intake & Assessment Officer**
Classification:	Stream D - Direct Service Delivery, Band 1

Purpose of the Role

The Intake and Assessment Officer role will perform intake, triage, assessment and coordination of referrals received to the Strong Minds Western program.

The Intake and Assessment Officer will work closely with the Clinical Intake Lead, Clinical Lead and other staff members within intake to ensure all clients referred to the program receive efficient and timely access to appropriate clinical services.

Key Relationships

The Intake and Assessment Officer reports directly to the Senior Program Support position and has a close working relationship with the Team Lead and Clinical Lead – Strong Minds Western and Portfolio Manager – Mental Health. The role maintains effective working relationships with other staff employed within Marathon Health and will liaise with GPs and sub-contractors; and as necessary with other service providers, community organisations, or individuals who have an interest in Marathon Health.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Maintain the intake and referral system for Strong Minds in conjunction with the Clinical Intake Lead, including triaging of incoming referrals.
- Ensure each individual who is referred to a program is allocated an electronic record, and that their record is maintained.
- Communicate (verbally and in writing) to referrers as required.
- Clinical Service Delivery and Phone Assessments
- Engage with clients, carers and / or referrers to conduct assessments by phone to assess suitability of the program for referred clients. Phone assessments include assessing reason for referral; identifying presenting problems, mental health symptoms and impact of mental health difficulties on client's functioning including risk assessments.
- Liaise with Clinical Intake Lead to determine program suitability for clients, and coordination of appropriate care for clients.
- For clients presenting at high risk, ensure immediate care is arranged; and reports are made in accordance with relevant legislation, as well as Marathon Health's policies and procedures.
- Arrange clinical services (internal and external) for clients referred to the program.
- Provide letters to referrers regarding outcomes of assessments.
- Participate in intake, clinical and team meetings as required.
- Data and Document Management
- Undertake data entry and recording of program statistics.
- Contribute to internal and external reporting requirements.

- Adhere to all policies and procedures which have been designed to minimise risk and ensure appropriate standards of safety and welfare are maintained, and delivery of integrated and coordinated high quality care.
- Contribute to the development, implementation, evaluation and reporting of continuous clinical quality improvement activities to improve the clinical service provision and outcomes for clients referred to the service.
- ensure program guidelines, policies, referral documentation and client records are up to date and maintained.
- Implement the quality assurance model to review referral processes and decisions on eligibility and access to services.
- Record, manage and dispose of information of a sensitive nature, including consumer health information, with regard to relevant legislation.
- Liaison and Communication
- Promote the service to GPs and key stakeholders.
- Educate GPs regarding the program and appropriate referral pathways.
- Respond to client, stakeholder and service provider questions and enquiries.
- Provide feedback as appropriate to referrers

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust
Collaboration & Innovation
Achievement & Excellence
Respect & Empowerment
Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. Eligibility to work in Australia
3. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____ Date _____

Print Name _____

Selection Criteria

Essential

- Experience and / or ability to undertake assessments of people with mental health difficulties.
- Empathetic approach to working within the Mental Health field.
- Experience working in a fast pace environment.
- Proactive, with an ability to problem solve and multitask.
- Demonstrated high level organisation and time management skills.
- Demonstrated high level communication skills and ability to work with clients, carers, and a range
- of stakeholders.
- Ability to take initiative and work in a fast-paced environment, including delivery of services over the phone
- Demonstrated ability to work within a multidisciplinary team.
- Strong skills in document management and ability to use a clinical software package for electronic client records.

Desirable

- Experience working within a Mental health or healthcare setting.
- Experience in an intake or triage role in a health setting.