



POSITION DESCRIPTION

Position Title	Wellbeing Intake and Assessment Worker
Reporting To	Team Leader- Case Coordination

PURPOSE OF THE POSITION

The Intake and Assessment Worker is the designated point of contact for all potential clients, their families and/or representatives providing a responsive service to move them through the pre-engagement process to service delivery. The position is responsible for the implementation of a coordinated intake process that identifies client support needs, assessment and the collation of client specific data.

The position will support an integrated health service model to increase access to programs and services to achieve health and wellbeing outcomes for Aboriginal and Torres Strait Islander people with substance use, mental health and social and emotional wellbeing needs. This will include assessing and coordinating incoming and outgoing referrals within relevant programs and services.

KEY RESPONSIBILITIES & DUTIES

- Conduct Intake screening and referral coordination, including completing relevant assessments monitoring, reviewing and allocating incoming referrals, ensuring clients are followed up and referrers are contacted in a timely manner.
- Coordinate, update and review referral waitlists for programs and services
- Respond to enquiries/requests for information and services related to SCMSAC
- Attend relevant Care Discussion and Referral Allocation meetings
- Enter information and data into relevant data managements systems in an accurate and timely manner in accordance with guidelines and procedures
- Produce data reports as required
- Maintain up to date client and other records
- Manage and maintain an up to date Appointment book for Wellbeing Intakes, ensuring intake appointments are booked in and action as required.
- Ensure Intake information is transferred to the relevant team/section/staff member and appointments are made to facilitate effective services
- Ensure that urgent matters are transferred quickly and effectively in line with Intake procedures
- Answer incoming phone calls and refer incoming calls to the appropriate staff member/team or take accurate messages
- Liaise with Team Leaders around actioning new client services to ensure positive intake and commencement of service delivery

- Liaise with internal and external stakeholders to ensure successful facilitation of NDIS plans and support client outcomes
- Complete Client Intake Processes for new referrals
- Filing and archiving client and other records
- Comply with all SCMSAC Policies and Procedures
- Understanding of and capacity to implement EEO, WH&S, ethical practice and principles of a culturally diverse society.
- Attend and participate professionally in team, section, SCMSAC staff meetings and other meeting and provide reports and when required.
- Other duties as reasonably directed by the CEO, Senior Manager or Supervisor

KEY PERFORMANCE AREAS

- Service Delivery
- Client/Patient Care
- Data Collection and Reporting
- Intake, Referral and Assessment
- Continuous Quality Improvement, Risk Assessment & WHS

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Aboriginality*
- Minimum Certificate IV qualifications in Welfare, Community Services or related fields, and demonstrated experience in these sectors
- A sound knowledge of Aboriginal/ Torres Strait Islander communities and relevant organisations within Shoalhaven and have demonstrated understanding of mental health and social wellbeing issues affecting Aboriginal and Torres Strait Islander people
- Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner, with attention to detail
- Demonstrated experience in the delivery of casework, case management or counselling services
- Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems and software
- Experience working with Aboriginal children, adolescents, families and communities
- Current NSW Driver's License and willingness to travel overnight in regional and interstate areas if required
- Clear Working with Children Check, Working with Vulnerable People Registration and National Police History Check

PERSONAL QUALITIES AND ATTRIBUTES

- Effective time management skills and the ability to work to strict deadlines
- Excellent verbal communication skills and interpersonal skills with the ability to exercise these in a team environment
- Demonstrates flexibility and initiative in the workplace
- Effective conflict resolutions skills, negotiation, mediation and decision making skills
- Highly developed organisational skills and capacity to prioritise competing demands

RELATIONSHIPS

With	Purpose
CEO	The CEO may make day to day requests for support and information from the Intake and Assessment Worker.
Executive Officer-Wellbeing	The Intake and Assessment Worker may receive guidance and direction from the Executive Officer
Team Leader-Case Coordination	The Team Leader-Case Coordination is the first point of contact for the overall direction of work and will provide support and supervision to the Intake and Assessment Worker.
Managers, Team Leaders and Employees	The Intake and Assessment Worker will interact closely with Executive Officers, Managers, Team Leader and other employees to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
External Stakeholders	The Intake and Assessment Worker will develop and maintain professional connections with external stakeholders such as community service providers, health and wellbeing provider's, educational institutions and funding bodies.

FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-GOV-00-Delegation of Authority-007.docx which can be found on SharePoint.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.