

Womens Health & Family Services

Diversity | Innovation | Equity | Excellence | Respect | Trust | Integrity | Quality

Job Description | Intake & Assessment Officer

Statement of Duties

Title - Triage and Intake Officer

Classification	Type	Location	Date of this Document
Level 4/5	Full time/ Part Time	Northbridge	Oct 11, 2018
Program	N/A		
Program	Client Services		
Responsible To	Counselling Manager (AOD/MH)		
Overall Purpose	WHFS Triage and Intake Officer is responsible for intake, preliminary clinical assessment and triage of new clients requests for support from WHFS Counselling and support programs, within Aboriginal, Counselling, (inc. AOD/Mental Health), and Children & Family services areas.		

Summary of Duties to be Performed

1. Leadership/Communication

- Support the philosophy of WHFS.
- In collaboration with other employees at WHFS and/or other groups in the community advocate on behalf of WHFS and the client group to improve access to services.
- Development and maintenance of relevant networks and partnerships with key stakeholders and communities of interest.

2. Administration

- Maintain accurate statistical and data requirements to WHFS standards and funding body(ies) requirements.
- Develop operational work plan and time line to meet contract obligations.
- Attend and fully participate in meetings, supervision and training as a contributing team member.
- Effectively engage in supervision, training, team meetings and personal development activities consistent with the requirements of the position and individual career goals.
- Participate in peer support sessions, providing objective and constructive feedback to improve performance/knowledge and seek reciprocal peer support.
- Generally to take reasonable care for the health and safety of all those affected by this work.

3. Operational

- Conduct intake, preliminary clinical assessment and triage of new clients requests for support from WHFS Counselling and support programs, within Aboriginal, Counselling, (inc. AOD/Mental Health), and Children & Family services areas. Providing information, support and referral pathways that assists clients to connect with the most appropriate service.
- As part of the counselling team, initiate, plan, implement and evaluate WHFS intake and clinical assessment policies, procedures and processes, relevant to the target group.
- Act as a resource on intake and assessment issues and referral pathways (internal and external) for other WHFS employees as required.
- Plan, co-ordinate and deliver health promotion activities or training for women in-house or in the community relevant to target group and/or service area.
- Maintenance of electronic client notes, statistical information and case management, and prepare reports as required.

4. Clinical Practice

- Management of intake and preliminary assessment.
- A working knowledge of relevant legislation in EEO, Disability Services and Occupational Safety & Health.
- Act legally and ethically within the guidelines of WHFS and own professional body as relevant.
- Maintain good practice and standards through professional development
- Ability to contribute to relevant protocols and policies pertaining to standards of practice in service area.
- Understanding of relevant legislation pertaining to area of practice.

5. Work Ethic

- Accepts direction and feedback for professional behaviour and implements changes as a result of feedback.
- Demonstrate a good work ethic by keeping to agreed time lines, accepting responsibility for outcome of own work, arriving punctually to meetings and activities, monitoring and reporting to agreed targets and goals.
- Adhere to the policies and procedures of WHFS.

6. Information and Knowledge Management, Quality and Risk

- Participate in knowledge management activities, particularly identification, acquisition, sharing and preserving knowledge;
- Gather, organise and share explicit and tacit knowledge; and,
- Update relevant databases of good work practices and lessons learned to retain organisational knowledge.
- Comply with the Quality Management System at WHFS and recognize that it forms a fundamental part of ensuring WHFS has the highest quality and safety standards to ensure delivery of client focused outcomes.
- Carry out any directives that help manage risk including carrying out any agreed risk management activities, reporting incidents in accordance with approved procedures and alerting management to any risk identification or increases in risk that do not appear to have been sufficiently controlled.

7. Other

- Undertake other duties as required.

Selection Criteria

Essential

- Tertiary qualifications or equivalent experience in psychology, social work, cultural studies, family studies or related fields.
- An understanding and a commitment to work within a social model of health
- Minimum 5 years experience providing counselling services and/or advocacy and support
- Sound understanding of Clinical Governance, Risk Management principles and operational frameworks.
- Experience in needs analysis, assessment and evaluation of clients
- Ability to work in a team and independently.
- Understanding of access and equity, social justice and multiculturalism in Australia.
- Driver's license class 'A' and own transport.
- Advanced computer literacy including sound knowledge and proficiency of Microsoft Applications in particular Word and Outlook.
- Federal Police Clearance.
- Working with Children Check.

Desirable

- Comprehensive knowledge and understanding of service provision across the spectrum of WHFS Client Services.
- Current Senior First Aid Certificate
- Current 'C' class driver's license

It is the policy of WHFS that all employees undergo criminal record screening. The screening is carried out by the Department of Health and the cost is borne by the employee.

Being female is considered to be a genuine occupational requirement for this position under the Equal Opportunity Act 1984 - Section 34 Exemptions. This allows for the exclusive employment of women in a women specific service.

Customised Objectives

Program	Triage and Intake Officer (Counselling and Advocacy)
Responsible To	Counselling Manager (AOD/MH)
Overall Purpose	The WHFS Triage and Intake Officer is responsible for intake, preliminary clinical assessment and triage of new clients requests for support from WHFS Counselling and support programs, within Aboriginal, Counselling, (inc. AOD/Mental Health), and Children & Family services areas.
Managed Employees	Employees under following Service Areas in locations occupied by WHFS N/A
Equivalent Levels	<ul style="list-style-type: none"> ▪ DV Services - Intake and Triage Officer ▪ Counsellors/Mental Health workers ▪ DV Advocates

Summary of Duties to be Performed

1. Provide first point of contact for incoming requests for clients requesting counselling, advocacy and/or other relevant supports from WHFS.
2. Triage requests for service based on preliminary assessment, agreed safety needs assessment, individual client's needs and service capacity.
3. Work closely with the DV Services Intake and Triage Officer to ensure WHFS has an efficient and high quality intake and triage processes.
4. Contribute to the planning, development and review of WHFS Intake and Triage service delivery to best respond to client needs.
5. Contribute to the education and information of Intake and Triage service delivery relevant to WHFS.
6. Ensure problems impacting on WHFS Intake and Triage services are communicated to Management in an effective and timely manner.
7. Provide effective representation and advocacy relating to WHFS at relevant events and forums to support WHFS objectives.
8. Offer a referral service to clients to other appropriate programmes or services as requested.
9. In consultation with Management, support the development of partnerships with relevant agencies and network with them.
10. In consultation with Management, participate in policy and planning development at all levels i.e. service, local, State and Commonwealth Government.
11. Contribute to the development and implementation of WHFS Clinical Governance Framework.
12. In consultation with Management, identify needs or issues relevant to WHFS Intake and Triage clients.
13. Assist in provision of relevant referral and clinical data for use in planning, improving and reporting on Intake and Triage services.
14. Achieve outcomes in accordance with the contract of service and agreed budget.
15. Maintain WHFS client records management in CRM.
16. Attend regular supervision and planning meetings.
17. Other duties as directed by Counselling Manager (AOD/MH)