

## Employee Position Description

Position Details		
<b>Position Title:</b> Intake and Support Clinician	<b>Department:</b> headspace	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
<b>Reports To:</b> Manager	<b>Location:</b> Hawthorn	
<b>Direct Reports:</b> NIL	<b>Employment Status:</b> Part Time	<b>Classification:</b> Social Worker Class 3, Year 1
Position Primary Purpose		
<p>The primary role of the Intake and Support Clinician is to provide a welcoming first point of contact either by phone, email or in person for young people seeking support at <b>headspace</b> Hawthorn.</p> <p>The majority of the Intake &amp; Support Clinician Role is to provide face-to-face psychosocial intake assessments and brief intervention for young people referred to the service. Initial assessment focuses on engagement and gathering information in relation to the young person's presenting concerns, advocating and assisting with referrals to the most appropriate supports.</p> <p>The Intake &amp; Support Clinician works as part of the Intake Team of whom all assist in managing duty phone calls, service enquiries, screening new referrals and scheduling intake appointments.</p> <p>Ongoing support by way of brief intervention can be provided to young people in the form of general counselling and "check-in" or holding sessions. Both initial assessment and brief intervention can involve liaising with a young person family members, friends, schools, external services and other professionals to help inform.</p> <p>The Intake &amp; Support clinician may also encompass assisting the Community Engagement worker with events, community presentations and groups as required. This role may also involve some after hours and off-site work.</p>		
Decision Making Authority		Key Relationships

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

<p><b>Decisions made independent of Manager</b></p> <ul style="list-style-type: none"> <li>• Conduct initial assessment</li> <li>• Schedule appointments</li> <li>• Completed phone screenings</li> <li>• Respond to calls, fax, emails and walk-ins</li> <li>• Provide brief intervention support</li> <li>• Assess low to medium risk</li> </ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Immediate team members including Psychologists, Social workers, Reception, Admin, GP, Management and in-kind service providers</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Families, Carers</li> <li>• Community Agencies</li> <li>• GP's, Nurses &amp; other Health Care Providers</li> <li>• Schools &amp; Universities</li> <li>• Child Protection, Child First, Family First</li> <li>• Hospitals, Emergency &amp; Legal Services</li> </ul>
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<b>Key Accountabilities</b>	
Focus Areas	Responsibilities
<b>Intake/Assessment</b>	<ul style="list-style-type: none"> <li>• Manage enquiries to the service, screening and appointment booking</li> <li>• Engage clients to ensure a positive experience at headspace Hawthorn</li> <li>• Conduct comprehensive initial intake and risk assessment to ascertain the most appropriate support options for the young person</li> </ul>
<b>Evidenced Based Intervention</b>	<ul style="list-style-type: none"> <li>• Provide brief intervention, counselling and holding sessions where appropriate</li> <li>• Provide brief intervention, safety planning, care coordination/case management to a small number of young people with complex and chronic (moderate) risk</li> </ul>
<b>Liason with Internal/External Services</b>	<ul style="list-style-type: none"> <li>• Actively participate and work cooperatively within the multidisciplinary team, collaborative partner organisations and with clients/stakeholders</li> <li>• Develop and maintain appropriate networks and resources to enable the referral of young people to broader community services</li> <li>• Provide community consultation where required</li> </ul>
<b>Family Inclusion</b>	<ul style="list-style-type: none"> <li>• Include family/carers/friends in support and assessment where required</li> <li>• Encourage links, participation and on-going involvement between young people and their extended networks</li> <li>• Work within a systemic framework including providing psychoeducation to support systems/families so the young person can be supported in their environment</li> </ul>
<b>Meeting, Training &amp; Supervision</b>	<ul style="list-style-type: none"> <li>• Participate in regular clinical, group and operational supervision</li> <li>• Participate in both intake and case review meetings</li> <li>• Participate in staff meetings and training (including online)</li> <li>• Develop practice knowledge and expertise through active learning within the team and by engaging in professional and service development activities.</li> </ul>
<b>Record Keeping</b>	<ul style="list-style-type: none"> <li>• Maintain appropriate files, records and statistics to facilitate good clinical management and accountability</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>All case notes to be documented by the end of next business day</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Facilitation of groups and information sessions to the community as required for the purpose of community engagement</li> <li>Participate in quality and service improvement activities to continually improve client care</li> <li>Represent <b>headspace</b> Hawthorn and AccessHC on relevant networks and committees as required</li> <li>Reception desk relief</li> <li>Other relevant duties as negotiated with management</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Integrity, Accountability, Innovation</b> and <b>Excellence</b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times.</li> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

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Selection Criteria	
<p><b>Standard selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check - Mandatory</li> <li>• International Police Check – Mandatory (<i>if lived/work os in past 10 yrs</i>)</li> <li>• Working With Children Check - Mandatory</li> <li>• Professional Registration – Not Required</li> <li>• Medicare Registration Provider Number – Not Required</li> <li>• Driver’s Licence – Preferred</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in psychology, social work, youth work, welfare or health with a component of mental health discipline and/or equivalent experience.</li> <li>• Minimum 2 years’ experience in an intake/mental health role within Youth, Community or Mental Health Services</li> </ul>	<p><b>Key skills and attributes</b></p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds</li> <li>• Commitment to continuous quality improvement and health promotion principles</li> <li>• Effective time management and prioritisation skills</li> <li>• Well-developed presentation and report writing skills</li> <li>• High Level of accuracy and attention to detail</li> <li>• Strong analytical and problem solving skills</li> <li>• Demonstrated ability to work independently and in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p><i>AccessHC is a Child Safe Organisation.</i></p> <p><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>	

Authorisations	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> / /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> / /</p>