

Employee Position Description

Position Details		
Position Title: Intake Manager	Department: Intake/Access	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: General Manager Medical and Access in the absence of Senior Manager Access and Experience	Location: Main sites Doncaster but expected to travel and work across all sites as required.	
Direct Reports: Intake Team	Employment Status: Full Time	Classification: Grade 3
Position Primary Purpose		
<p>Provide effective operational management and professional leadership to ensure the intake team provides a timely and consumer driven service to AccessHC clients working or residing in the Cities of Boroondara, Manningham and Yarra in Melbourne Victoria and in turn supports the growth of the clinical delivery teams. The position promotes collaborative relationships in the coordination of service delivery and driving client centred outcomes alongside the promotion of wellness and reablement.</p>		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager <ul style="list-style-type: none"> Recruitment and rostering of staff to meet operational needs and financial constraints Decisions in accordance with AccessHC Delegation framework 	Internal <ul style="list-style-type: none"> AccessHC management team with a focus on Allied Health, Medical management General Practitioners 	External <ul style="list-style-type: none"> General Practitioners My Aged Care RAS and ACAS assessors External referrers

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.

Key Accountabilities	
Focus Areas	Responsibilities
Leadership	<ul style="list-style-type: none"> • Provides leadership to the intake team in accordance with the organisation's purpose • Communicate changes within the organisation to the intake team to assist in effective change management • Apply high-level communication skills to resolve conflict and negotiate favourable outcomes for the organisation with internal or external stakeholders where required • Participate in organisational activities and role model the values of the organisation to all • Lead quality improvement activities
Service Delivery	<ul style="list-style-type: none"> • Ensure the intake team provide an efficient, effective, consumer centric service to the community • Be central to the improvement of intake service delivery including strong linkages to the Reception and other Intake teams to ensure consistent client services • Develop and maintain strong relationships with AccessHC Allied Health management, General Practitioners and general management to maximise the promotion of internal referral pathways • Ensure reporting requirements are met for the program • Ensure the intake team comply with policies, procedures and standards • Develop in-depth knowledge of the various funding streams, regulations and legislation applicable to intake in a community health setting
Financial Performance	<ul style="list-style-type: none"> • Proactively monitor, measure and report on the intakes teams financial and service performance • Develop and manage budgets effectively including the management of resource allocation
Management	<ul style="list-style-type: none"> • Develop and review staff KPIs including monitoring and managing staff workloads and workforce planning to meet service demands • Develop and review intake processes to meet the changing service demands • Demonstrate to the team the requirements of the role including managing a small caseload • End to end people management including recruitment, induction, performance appraisals, supervision and coaching and development • Foster a culture where professional development is maintained within the intake team • Manage and develop a cohesive, productive and efficient team • Accountable for accurate, timely work results
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct

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	<ul style="list-style-type: none"> • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service • Oversee professional governance for the dental team to ensure maintenance of professional and organisational standards in consultation with relevant stakeholders • In consultation with relevant stakeholders, ensure that service providers work within approved scope of practice • Participate in professional supervision as appropriate • Ability to make a contribution towards effective risk management • Take personal responsibility for the quality and safety of work undertaken
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times • 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 • Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct

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Selection Criteria	
<p>Standard selection criteria items</p> <ul style="list-style-type: none"> • Police Check • Working With Children Check • Driver's Licence <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> • Significant operational and people management experience including the development of effective systems and processes • Change management experience • Training and development capabilities • Call centre experience with a focus on customer experience • Proficiency in Microsoft Office and relevant software applications 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills to foster strong stakeholder relationships • Experience in continuous quality improvement methodology and principles • Effective time management and prioritisation skills • High level of accuracy and attention to detail • Effective financial management skills • Strong analytical and problem solving skills • Demonstrated ability to foster a strong team culture • Demonstrated behaviours consistent with AccessHC values
<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>Manager Name: Signature: _____ Date: / /</p>	<p>Manager Name: Signature: _____ Date: / /</p>