Position Details

Position Title	Mental Health Intake Clinician
Mode of Employment	Permanent full time - 38hrs per week (Part time options available)
Award/EBA	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement (2017)
Classification	Social and Community Services Employee Level 4 (Pay point depending on years of experience)
Salary Packaging	Up to $15,900 per annum is available. Other eligible packaging items may apply.
Department/Team	Mental Health
Location	Hawthorn and Doncaster East sites with travel to other sites
Reports to	Manager of Mental Health
Direct Reports	Nil
Probationary Period	A three month probationary period will apply
Working with Children Check required	Yes, a requirement for this position
Medicare Registration Provider number required	Not a requirement for this position
Professional Registration required	Not a requirement for this position
Police Check required	Yes, a requirement for this position
Disability Worker Exclusion Checklist required	Yes, a requirement for this position
Driver's Licence required	Yes, a requirement for this position

Position Summary

Organisation Background	Access Health and Community (AccessHC) is the new name for Inner East Community Health Service (iehealth) and Manningham Community Health Services. AccessHC is a community health service operating across 12 sites in the Cities of Boroondara, Manningham and Yarra offering a range of medical, health and community services. AccessHC is a not for profit organisation with caring at its centre. Employing over 250 staff, our Mission is to build healthier lives together with our communities and deliver excellent health services for all. A high priority is placed on improving the quality of our

| | client's lives through health education and health promotion and the delivery of integrated services. Whilst the majority of services are provided through funding from Federal and State Government programs, private practitioners also operate at the clinical sites.

AccessHC maintains the following Values:

- **Equity** - *We believe everyone is entitled to good health*
- **Collaboration** - *We work together to achieve our goals*
- **Integrity** - *We act honestly and ethically at all times*
- **Accountability** - *We take ownership of our actions and behaviours to ensure we achieve our goals*
- **Innovation** - *We drive innovation for better care*
- **Excellence** - *We strive to be the best at what we do.*

AccessHC: Mental Health Services

AccessHC has a diverse and growing mental health service, which includes the Stepped Care Mental Health program, mental health services for adults, youth mental health services (headspace Hawthorn) and alcohol and other drug (AOD) services.

This position is based within our Mental Health Team, who primarily support adults with mild to moderate mental health concerns. The Mental Health team at AccessHC provides a range of community-based mental health services including intake and brief intervention, counselling, care coordination, peer support, mental health nursing and group programs. Funding includes community health counselling, fee-for-service, NDIS and Stepped Care funding streams. |
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| **Stepped Care Mental Health Services** | Access Health and Community, in partnership with Carrington Health and Link Health and Community, were successful in tendering for funding from the Eastern Melbourne Primary Health Network (EMPHN) to deliver the Stepped Care Mental Health services in the Inner East.

The Stepped Care Model is an evidence-based, staged system of care, comprising a range of help and support options of varying intensity to match the level of need and complexity of the conditions being experienced by any given consumer. The level of care is continually re-assessed during treatment and the consumer can 'step up' and 'step down' their level of support as required.

The Stepped Care program will include a multidisciplinary team comprising intake and brief intervention clinicians, peer support workers, care coordinators, mental health social workers, psychologists, dual diagnosis clinicians and mental health nurses. The program is also supported by a Project Manager and Project Officer who assist with capacity building and implementation of the new service. |
| **Position Purpose** | The Mental Health Intake Clinician is an important role within the Mental Health team, providing the first point of contact, engagement and triage for consumers seeking to access mental health and alcohol and other drug (AOD) services, including the Stepped Care service. The Mental Health Intake Clinician will triage, assess and support clients |

to access a variety of mental health and/or AOD services within AccessHC, and make external referrals where required. This includes provision of brief intervention and single session therapy to clients triaged as having low level support needs.

The Mental Health Intake Clinician will engage with clients through a combination of phone, telehealth and face-to-face contacts, assessing their needs and appropriately triaging and actioning the referral. This may include completing an initial needs assessment, conducting risk assessments, providing brief interventions, booking an appointment, providing clients with relevant information and referral pathways, or making a referral to another service. Conducting clinical risk assessment and management plans is a central component to the role.

The position is part of the Mental Health Team and is supported by the Mental Health Senior Clinician, reporting to the Mental Health Manager. The Mental Health Intake Clinicians are expected to liaise with internal and external referrers and other clinicians across the organisation to ensure a client-centred, efficient and supportive mental health intake service is delivered.

Position Functions

Key areas of accountability	**Service Delivery** • Register and triage all mental health referrals, including AOD and dual diagnosis referrals • Conduct clinical intake with clients (over the phone or face-to-face) to determine their mental health needs and appropriate referral pathways using intake and screening tools as required (this may include use of the AUDIT, DUDIT, K10, Clinical Staging Tool and others) • Listen to and prioritise client's needs and problem solve with clients • Provide brief interventions (either over the phone or face-to-face) with clients presenting with short-term or mild mental health concerns • Book appointments with appropriate mental health clinicians • Conduct clinical risk assessments and implement risk management plans where appropriate • Assist clients to navigate service systems using step up/step down approaches and service coordination • Inform clients, families and others of both internal and external referral pathways to support clients and key stakeholders • Understand and apply knowledge areas including funding sources, referral pathways and relevant legislation such as child safety, family violence, mental health, alcohol and other drugs, guardianship and administration, and elder abuse **Partnerships and Networking** • Support the establishment of referral pathways and connections with key stakeholders, including GPs, pharmacists, hospitals and mental health services

	• Promote the Stepped Care Model and other programs to the community, consumers and key stakeholders across the region • Where required, support the Project Manager to deliver community engagement and capacity building activities with local stakeholders • Help to build relationships with referrers and agencies and with other internal teams, including the Intake and Access, Medical, Allied Health, AOD and headspace teams, and the Connect4Health stepped care partners (Access Health and Community, Carrington Health, Link Health and Community) • Work as an effective and collaborative member of the Mental Health team to ensure a client-centred and holistic response is provided **Quality and Governance** • Complete accurate clinical notes for all consumers and ensure up-to-date and comprehensive clinical records are maintained • Ensure all legislative requirements (including those relating to mandatory reporting) are followed, and all clinical and OH&S incidents are accurately reported in the VHIMS Central database • Maintain high quality data recording as per program requirements (including completion of the National Minimum Dataset) • Ensure clinical outcome measures are completed with all consumers as required • Contribute to the continuous quality improvement and accreditation of the Mental Health programs as directed by the Senior Manager of Mental Health and AOD Services • Identify and pursue learning and development opportunities and participate in clinical and operational (line management) supervision **Integration with Community Health Services** • Actively participate and contribute to service integration between the Connect4Health partners (AccesHC, Carrington Health and LinkHC) • Represent the services as required in a professional, courteous and empathic manner
Other responsibility areas (all staff)	**Quality and Risk Management** • Develop and maintain a sound knowledge of, and commitment to, AccessHC policies and procedures
	Occupational Health and Safety • Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment and by participating in Health and Safety training as required
	Professional Development • Actively participate in relevant continuing professional development as required
	Standard of Conduct

	• To abide by the policies and procedures of AccessHC applicable to the maintenance of good order and conduct, including the Child Safe Code of Conduct • To maintain a harmonious and courteous attitude towards clients, the public and other staff

Position Requirements

Applicants are required to provide a written statement addressing the Key Selection Criteria (KSC) with the Cover Letter.

Key Selection Criteria	*M = Mandatory* *D = Desirable*
Relevant mental health qualifications (such as social work, counselling, alcohol and other drugs, nursing or similar field) and equivalent work experience with a minimum 2 years' experience working in community services sector (e.g. community health, mental health, AOD or similar)	**Mandatory**
Good understanding of mental health and alcohol and other drug (AOD) treatment services and referral pathways, with particular focus on the Eastern Region	**Mandatory**
Experience and/or training in conducting clinical risk assessments and implementing risk management plans with clients	**Mandatory**
The ability to produce and maintain high level clinical documents, reports and databases	**Mandatory**
Well-developed interpersonal and communication skills and the ability to communicate effectively with consumers, families and health professionals using a professional, empathic and non-judgemental approach	**Mandatory**
Demonstrated ability to function independently and as part of a multi-disciplinary team, including the ability to be self-motivated and able to take initiative	**Mandatory**
The ability to work respectfully and creatively with diverse populations, including Indigenous Australians, LGBTIQ and CALD communities	**Mandatory**
Competent use of computer software including Microsoft and Internet based software applications, and the ability to learn new software quickly	**Mandatory**
Experience and/or training in the provision of brief intervention and single session therapy to clients presenting with mild-moderate mental health concerns	**Desirable**
Experience using electronic health record databases such as TrakCare or FIXUS	**Desirable**

Experience or understanding of the clinical staging approach to client assessment and treatment	**Desirable**
Qualifications in alcohol and other drugs (AOD) such as the AOD Core Competencies, Cert IV in AOD, Graduate Certificate in AOD or similar	**Desirable**

Application Details	**For further information contact:** Tamsin Short Senior Manager, AOD and Mental Health Tamsin.short@accesshc.org.au **To apply, please submit your application to recruitment@accesshc.org.au by attaching two documents;** **(1) Cover letter including a statement addressing the above Key Selection Criteria** **(2) Resume.**

I have read and understand the above Position Description:

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Signed   **Name**   **Date**

Access Health and Community is a Child Safe Organisation

Access Health and Community actively encourages applications from Aboriginal peoples and people from a culturally and/or linguistically diverse background

Access Health and Community is a provider of disability services. Successful applicants will be required to undertake a Disability Worker Exclusion Scheme and if necessary, an International Police check prior to any appointment