



## Employee Position Description

Position Details					
<b>Position Title:</b> Mental Health & AOD Intake Clinician	<b>Department:</b> Mental Health & AOD	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017			
<b>Reports To:</b> Team Leader: Mental Health & AOD Intake	<b>Location:</b> The position is based at AccessHC Hawthorn but may be required to work from other AccessHC sites				
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Fixed term part time (0.6EFT) (possible extension dependant on funding)	<b>Classification:</b> Social and Community Service, Social Worker Class II, Employee Level 4, (Pay point dependant on experience)			
Position Primary Purpose					
<p>The Mental Health and AOD Intake Clinician is an important role within the Mental Health and AOD service, 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 'Steps' Mental Health Stepped Care service. The Mental Health and AOD 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, 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.</p>					
Decision Making Authority		Key Relationships			
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"><li>• Decisions as per the AccessHC Delegation framework</li></ul>		<table border="0"><tr><td><b>Internal</b><ul style="list-style-type: none"><li>• Manager Mental Health, Manager AOD, Manager headspace Hawthorn</li><li>• Senior Manager Mental Health and AOD</li><li>• Senior Clinicians and clinical staff in Mental Health, AOD and headspace teams</li><li>• Mental Health &amp; AOD Intake Clinicians</li><li>• Allied Health intake team</li><li>• Child and Family intake team</li></ul></td><td><b>External</b><ul style="list-style-type: none"><li>• External GP Referrers</li><li>• EMPHN Referral and Access Team</li><li>• ECADS (Eastern Consortium of Alcohol and Drug Services) partners, including Turning Point</li><li>• ACSO COATS (forensic AOD referrals)</li><li>• Other community health, mental health, AOD family violence, homelessness, and employment services as relevant</li></ul></td></tr></table>	<b>Internal</b> <ul style="list-style-type: none"><li>• Manager Mental Health, Manager AOD, Manager headspace Hawthorn</li><li>• Senior Manager Mental Health and AOD</li><li>• Senior Clinicians and clinical staff in Mental Health, AOD and headspace teams</li><li>• Mental Health &amp; AOD Intake Clinicians</li><li>• Allied Health intake team</li><li>• Child and Family intake team</li></ul>	<b>External</b> <ul style="list-style-type: none"><li>• External GP Referrers</li><li>• EMPHN Referral and Access Team</li><li>• ECADS (Eastern Consortium of Alcohol and Drug Services) partners, including Turning Point</li><li>• ACSO COATS (forensic AOD referrals)</li><li>• Other community health, mental health, AOD family violence, homelessness, and employment services as relevant</li></ul>	
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*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.*

Version No: 2	Last Updated: 18.08.2020	Author: T. Short	Approved By: M. Falloon	Page 1 of 5
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	<ul style="list-style-type: none"> <li>• CamCare</li> <li>• GP and medical practice</li> </ul>	
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Key Accountabilities	
Focus Areas	Responsibilities
<b>Direct Support / Clinical Services</b>	<ul style="list-style-type: none"> <li>• Register and triage all mental health and AOD referrals, including Medication Support and Recovery Service (MSRS), Stepped Care (Steps), forensic/youth/adult/family AOD referrals, community health counselling, NDIS, My Aged Care and fee-for-service referrals</li> <li>• Conduct clinical intake with clients (over the phone or face-to-face) to determine their mental health &amp; AOD 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)</li> <li>• Conduct comprehensive clinical assessments with clients which includes assessment of presenting issue, mental state examination, family/relationships, physical health, substance use, mental health, psychosocial support/functioning and goals for treatment</li> <li>• Listen to and prioritise client's needs and problem solve with clients</li> <li>• Provide brief interventions (either over the phone or face-to-face) with clients presenting with short-term or mild mental health/AOD concerns</li> <li>• Book appointments with appropriate mental health &amp; AOD clinicians</li> <li>• Conduct clinical risk assessments (including suicide risk assessments) and implement risk management plans where appropriate</li> <li>• Participate in multidisciplinary case allocation and clinical review meetings, including presentation of assessment and initial treatment plan</li> <li>• Assist clients to navigate service systems using step up/step down approaches and service coordination</li> <li>• Inform clients, families and others of both internal and external referral pathways to support clients and key</li> </ul>

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Version No: 2	Last Updated: 18.08.2020	Author: T. Short	Approved By: M. Falloon	Page 2 of 5
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Key Accountabilities	
Focus Areas	Responsibilities
	<p>stakeholders</p> <ul style="list-style-type: none"> <li>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</li> </ul>
<b>Partnerships and Networking</b>	<ul style="list-style-type: none"> <li>Support the establishment of referral pathways and connections with key stakeholders, including GPs, pharmacists, hospitals, and mental health/AOD services</li> <li>Promote the Stepped Care Model and other AccessHC programs to the community, consumers and key stakeholders across the region</li> <li>Help to build relationships with referrers and agencies and with other internal teams, including the Medical, Allied Health, Child and Family, CamCare, Mental Health, AOD and headspace teams, and relevant consortium partners</li> <li>Work as an effective and collaborative member of the Mental Health &amp; AOD Services to ensure a client-centred and holistic response is provided</li> </ul>
<b>Quality, Safety and Clinical Governance</b>	<ul style="list-style-type: none"> <li>Complete accurate clinical notes for all consumers and ensure up-to-date and comprehensive clinical records are maintained</li> <li>Ensure all legislative requirements (including those relating to mandatory reporting) are followed, and all clinical and OH&amp;S incidents are accurately reported in the VHIMS Central database</li> <li>Maintain high quality data recording as per program requirements (including completion of the National Minimum Dataset)</li> <li>Ensure clinical outcome measures (such as the K10) are completed with all consumers as required</li> <li>Contribute to the continuous quality improvement and accreditation of the Mental Health &amp; AOD programs as directed by the Senior Manager of Mental Health and AOD Services</li> <li>Identify and pursue learning and development opportunities and participate in professional development in line with the Individual Workplan and Performance Review</li> <li>Participate in regular clinical supervision and operational (line management) supervision</li> </ul>
<b>Program Evaluation and Team Participation</b>	<ul style="list-style-type: none"> <li>Assist in the general review and evaluation of the Mental Health and AOD programs at AccessHC</li> <li>Participate in other program development and project work as required</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>Contribute to the team and participate in a supportive team culture</li> <li>Contribute to the planning, monitoring and evaluation of the services at AccessHC</li> <li>Represent the service as required in a professional and ethical manner</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Integrity, Accountability, Innovation</i></b> and <b><i>Excellence</i></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 and professional development requirements to support the delivery of a safe and effective service.</li> <li>Work with the Team Leader and Management to make a contribution towards effective risk management.</li> <li>Take personal responsibility for the quality and safety of work undertaken.</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> <li>Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct.</li> </ul>

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<b>Selection Criteria</b>	
<p><b>Standard selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working With Children Check</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <ul style="list-style-type: none"> <li>• 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 with clients in mental health, AOD or related fields</li> <li>• Excellent understanding of mental health and alcohol and other drug (AOD) treatment services and referral pathways, with particular focus on the Eastern Region</li> <li>• Experience and/or training in conducting clinical risk assessments and implementing risk management plans with clients</li> <li>• The ability to produce and maintain high level clinical documents, reports and databases</li> </ul>	<p><b>Key skills and attributes</b></p> <ul style="list-style-type: none"> <li>• Possess a warm, empathic and professional therapeutic style</li> <li>• Ability to work independently and as part of a multi-disciplinary team</li> <li>• Ability to work autonomously, make decisions, organise workload, set priorities and meet deadlines.</li> <li>• Proficiency with electronic health record systems (such as TrakCare, and FIXUS) and Microsoft Office programs (Word, Excel, Outlook and PowerPoint)</li> <li>• Willingness to expand your current skillset to meet the needs of the service</li> <li>• The ability to work respectfully and creatively with diverse populations, including Indigenous Australians, LGBTIQ and CALD communities</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>	

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

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Version No: 2	Last Updated: 18.08.2020	Author: T. Short	Approved By: M. Falloon	Page 5 of 5