

Position title	Dedicated Intake Worker		
Position holder	Vacant		
Program	Customer Engagement		
Funded by	Grampians Community Health		
Based at location	Stawell/Horsham		
Responsible to	<ul style="list-style-type: none"> • Directly Supervised by Senior Dedicated Intake Worker • Program Leader Customer Engagement • Manager Business Services • General Manager Business Support and Innovation • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • Nil 		
Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	SACS Level 3.1 to SACS Level 4.1		
Hourly rate	\$32.54 to \$37.54	Annual	\$51,439 to \$59,343
Status	Part time: 0.8 FTE (additional 0.2 flexible as required)		
Hours per week	30.4		
PD last updated and approved by CEO	November 2021		

Position summary

The Dedicated Intake Worker will assist clients and potential clients when they contact with an issue or enquiry, and who may present or call without prior appointment. The position will ensure that the client's concerns are identified, appropriate information is given and referrals made as the experience is a crucial first step in their journey with the agency and beyond.

Key responsibilities

1. Provide primary point of contact for anyone seeking service information or referral to required services either at GCH or other agencies.
2. Register and enter all client information and data into the client management system (TCM).
3. Compliance and adherence to GCH Intake policies and procedures including consumer safety practices.
4. Provide an intake response in accordance with Victorian Practice Service Standards, including explaining to the client the reason for collecting information and how it will be used to screen for broader needs.
5. Undertake initial needs identification with the client to:
 - a) determine their immediate needs and priorities
 - b) identify opportunities for information provision and early intervention
 - c) identify their level of risk and priority of access to assessment, care/case planning and services.
6. Support the client to actively participate in the processes of assessment, referral and care/case planning.

7. Where appropriate send referrals to GCH programs and external services and programs that best meet the client's needs.
 8. Liaise and maintain professional relationships with other service providers to provide best outcomes for the client.
 9. Provide and maintain the Needle Syringe Program.
 10. Provide coordination of the Primary Health Network Psychological Treatment Services when required.
 11. Support NDIS Customer Service coordination as required.
 12. Provide backfill for other dedicated intake staff as required.
 13. Provide supervision and support to students as required.
 14. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Diploma, Certificate IV in Mental Health or Alcohol and Other Drugs or related field; or
- Two to three years' experience working in a relevant field and a willingness to attain further qualifications.

Mandatory:

- Case management experience and an ability to work with participants in a strength based recovery focused model of service delivery.
- Understanding and knowledge of services available within the region and beyond.
- Clear understanding of GCH and its operations.

Demonstrated skills, experience and/or understanding of:

- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)

Personal attributes

- Ethical and inclusive
 - Self-disciplined
 - Collaborative and supportive
 - Flexible and resilient
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Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period
- Full COVID-19 vaccination status from MyGov or Medicare or
- Certified evidence of medical exemption for COVID-19 vaccination

And requires the following checks:

- Satisfactory police check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

Employee acceptance of position:

Employee signature

Vacant

Date
