

Position Description

Intake Worker

Award or EBA:	Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015
Classification/Grade:	Clerical Worker, Grade C
Reports to:	Team Leader - Intake
Direct Reports:	N/A

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

The Intake Worker position provides appropriate and comprehensive assessment to those clients accessing information about general health issues and specific community health services. The Intake Worker will have a commitment to principles of client access, equity and to a social model of health.

The Intake Worker position provides high quality customer service in a manner that is sensitive to the needs of our diverse community. This role involves the thorough screening and referral services to those accessing information about general health issues and specific community health services.

Roles Key Accountabilities

Service Delivery

- Provide an initial assessment and screening service for people inquiring about DPV Health
- Prioritise client access to service in line with priority access policies for each service
- Provide a referral service to clients or potential clients inquiring about services
- Provide service co-ordination for clients
- Maintain and participate in the development of resource information that supports clients and addresses current health and social issues in a pro-active way
- Provide strong links and professional partnerships between relevant staff and local agencies to;
 - Ensure an efficient and co-ordinated approach to service delivery and referral
 - Enhance service co-ordination, client access and equity and community participation within the development of appropriate community health services
- Assist in service and organisational policy development for the intake program
- Provide feedback to other DPV Health staff regarding the intake program
- Support student placements by assisting in orientation to Intake Program and enhancing practice opportunities where appropriate

Reporting, System and Analytics

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Effective: May 2019	Review Due: May 2020	Version No V1

- Ensure accurate recording, maintenance and security of any client records generated
- Maintain statistics as required by Department of Human Services (DHS), Department of Health (DoH) and DPV Health
- Book appointments for clinicians
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability the Intake Team
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve targets/budgets for the Intake Team

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Valid Working With Children Check

- Disability Worker Exclusion Check
- Satisfactory Policy Check
- Travel between sites is required

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Experience & Skills

- Demonstrated experience and well developed skills in the delivery of telephone assessment and referral services to individuals, families and communities with diverse and complex cultural, emotional and social needs.
- Ability to relate well to staff and clients
- High level of competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems
- Demonstrated experience in developing and delivering resource information to inquirers

Desirable

- Knowledge of medical terminology
- Proficiency in a community language would be an advantage
- Experience working within a community based health setting and with multi-disciplinary teams using a social model of health
- Experience in e-referral; e-records and service co-ordination
- Knowledge of myagecare and NDIS