

Position Description			
Name		Date	
Position Title	Client Services Intake Officer		
Department	Counselling and Support		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	Social and Community Services Employee Level 4 38 hours/week or 1.0 FTE (part time negotiable) Ongoing role subject to funding Initial 6-month probationary review and then annual performance appraisal		
Primary Site	Wangaratta or Wodonga Occasional travel to other Gateway Health sites depending on client demand		
Reporting to	Team Leader Client Services Intake		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	Gateway Health staff members across all programs and locations as required		
Liaises with Externally	<p>This position may be expected to liaise with a wide range of service providers and organisations, though not limited to the following examples:</p> <ul style="list-style-type: none"> • Albury Wodonga Health (AWH) • North East & Border Mental Health Service (NEBMHS) • Child & Adolescent Mental Health Service (CAMHS/NECAMHS) • The Orange Door (TOD) Ovens Murray • Centre Against Violence (CAV) • Junction Support Services (JSS) • Beyond Housing • Merri Health • Upper Murray Family Care 		
Program Information	The Client Services Intake Team aims to facilitate safe, seamless, and responsive access of clients to a variety of service options appropriate to their needs. The Intake Team supports clients to initiate their health and wellbeing journeys through initial needs identification, initial assessment, advocacy, provision of relevant information and resources, and facilitated referrals where appropriate.		
Purpose of the role	The purpose of this position is to support people to make the most appropriate link to services and programs, both internal and external to Gateway Health. This occurs through confidential initial needs identification, assessment, advocacy, provision of information and resources, and facilitated referrals where appropriate with attention to risk and safety concerns, priority criteria and case support as required.		
About Gateway Health	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p>		

	<p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework

Key Responsibilities and Accountabilities

Role Specific

- Facilitate entry to a range of counselling, parenting and other relevant services within Gateway Health.
- Provide intake and referral service with a focus on health and wellbeing outcomes, and appropriate attention to safety, indicators of risk, priority criteria, and other factors such as cultural or ethnic background, disability, and age-related concerns.
- Undertake initial needs identification and assessment of clients using relevant assessment tools.
- Using a strengths-based approach provide brief interventions, single session work and case support to clients where appropriate.
- Promote an integrated approach across the agency for fair and equitable access to services for clients.
- Respond to general enquiries regarding service options, referral processes, and waiting lists.
- Support clients to access services external to Gateway Health through facilitated referrals, advocacy, or direct liaison with agencies/organisations.
- Role model high standards of professional practice and conduct in client service delivery.
- Funding and service agreement targets are met to ensure clients are contacted, followed up and exited from the program appropriately and timely.
- Provide evidence-based practice in line with professional standards and funding requirements.
- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including Trakcare, Excel and Word spreadsheets.
- Databases are kept up to date at all times.
- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- Participation in regular performance reviews and appraisals, clinical supervision, and administrative supervision as relevant to the role
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software.
- Active participation in professional development.
- Completion of mandatory training.
- Undertake other tasks and projects with due care, skill, and discretion as directed by the Program Manager Counselling and Support.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Counselling team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals.
- Contribute to the development of procedures and systems within this program.
- Positively embrace and adopt change as it occurs.

Technical Skills / Industry Knowledge

- Comply with funding requirements.
- Complete annual renewal of registration to practice (as required).

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times

- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations may be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Counselling, Social Work, Health, Behavioural or Social Sciences or relevant equivalent studies and extensive experience in counselling, welfare or health fields.
3. Demonstrated clinical skills and experience in undertaking comprehensive client assessment, and working with clients presenting with multiple complex needs.
4. Demonstrated high level interpersonal and communication, problem solving and negotiation skills in articulating and documenting client needs, undertaking advocacy for clients and managing referrals to and from other services. .
5. Demonstrated high level of competency in undertaking risk assessment, safety planning and crisis response for clients presenting with risk and vulnerability in regard to mental health, family violence or other complex issues.
6. Demonstrated ability to self manage, recommend systems improvements and contribute to team business.
7. Demonstrated competency in IT systems including Microsoft Office (Outlook, Word, Excel) and electronic health records and data entry.
8. Minimum two (2) years' experience within the community, health, welfare sector, or related field.

Mandatory Requirements

9. Current Australian Drivers Licence or accepted International Drivers licence.
10. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.

Desirable

11. Knowledge and understanding of relevant legislation in regard to collection of client information, Privacy and Confidentiality and Information Sharing Schemes.
12. Demonstrated experience in the delivery of a range of evidence based approaches including brief intervention and single session therapy, and provision of case support.
13. Knowledge and experience of Victorian and NSW community health, primary care, welfare, and other relevant services and programs.
14. An understanding of, and commitment to consumer participation at all levels of treatment and planning, as well as consumer directed or client centred models of care.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

**Employee
Signature:**

_____ **Date:** _____