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| POSITION INFORMATION | |
| **Position Title:** | Intake & Access Officer |
| **Position Term:** | TBC |
| **Hours:** | TBC |
| **Award:** |  |
| **Location:** | The Service currently has sites at Lilydale, Belgrave and Healesville. This position is based primarily at Lilydale but you may be required to work at other our other sites or within the community. |
| **Team:** | Intake |
| **Reports To:** | Clinical Operations Manager (Counselling & Children’s services) |
| **Date:** | June 2019 |

About Inspiro

Inspiro is a local, not-for-profit health service providing allied health, counselling, dental and health promotion services to the Yarra Ranges community.

**Our Vision:**

Inspiring healthier lives. Our vision is to inspire as many people as we can to identify and achieve their own health goals.

**Our Values:**

*Friendly:*we offer a welcoming and accessible place where people are treated with respect and dignity.

*Client centred:*We support the right of each individual to set their own health goals and actively work alongside and empower people to reach them.

*Local:*we provide a strong community membership, board and workforce which keeps us grounded on what is important for clients.

Our work environment is based around the workplace values of respect, recognition, collaboration, openness, integrity and empowerment.

Position Summary

Inspiro provides a centralised intake system that identifies the initial needs of clients across all counselling, allied health and nursing programs.

The purpose of the Intake and Access Officer position is to ensure clients have timely access to the services they need.

Position responsiblities

**Clinical Service Delivery**

* Inspiro’s Intake Team consists of the Intake & Access Coordinator, Intake & Access Officer and Intake & Access Admin Support
* Provide a client focused Intake Service that:
  + Focuses on client needs and outcomes
  + Is responsive to clients, providing an onsite service where needed
  + Assesses the level of risk to clients and responds appropriately
* Screen clients primarily for Inspiro’s Allied Health & Nursing department, ensuring all clients have access to the most appropriate service. This role may also be needed to provide intake services to other areas of the business, as required and appropriate
* Complete initial needs & risk identification with clients (over the phone) to determine their needs and appropriate referral pathways
* Provide service coordination, including initial assessment and referral within a community setting, understand and apply knowledge in areas including funding sources and relevant legislations
* Listen to and prioritise client’s needs and problem solve with client. Ensuring clients are informed about available services, eligibility criteria, waiting times, fees policy and their rights and responsibilities in relation to accessing services. Support the Intake & Access Admin position with clinical triage decisions, risk and urgency of Allied Health & Nursing referrals. Provide a back up service for counselling referrals.
* Ensure all clinician diaries are fully booked with appointments at least one week and up to 4 weeks in advance. Schedule appointments to fill gaps at short notice.
* Maintain appropriate files, records and statistics to facilitate good client care and accountability
* Facilitate and monitor the integration and coordination of care of Inspiro clients, including participating in case review meetings.
* Ensure effective communication with and involvement of staff, clients, their families and friends in the delivery of service
* Utilise interpreter services for clients with language barriers and advocate on behalf of people from CALD backgrounds to access the service system.
* Work closely with staff and community to ensure equity of access (particularly for disadvantaged groups within the community) to the range of services and programs Inspiro provides

**Teamwork, Quality Improvement and Professional Development**

* Develop practice knowledge and expertise through active learning within the team and by engaging in professional and service development activities.
* Participate in Inspiro’s continual quality improvement program including the development of new practice models and community development approaches.
* Be committed to ongoing professional development and undertake annual mandatory training. Keep up to date with developments and trends within Community Health.
* Participate in the creation of a culturally safe environment for staff, clients and the community in line with Inspiro’s commitment to cultural diversity and inclusiveness
* Receive and record any feedback from clients, carers, or members of the community.

**Occupational Health and Safety**

* Comply with best practice infection control guidelines.
* Comply with all OHS guidelines and contribute expertise when required, to maximizing the safety of staff and clients of the organisation.
* Actively participate in education related to emergency procedures and in some circumstances, first aid courses
* Report any real or potential hazards to staff, clients, visitors or the community
* Report any adverse outcome or near miss experienced by the client so that strategies can be implemented to prevent recurrence.

Performance objectives and indicators

**Performance Targets**

* Achievement of 6 billable hours per 7.6 -hour day
* Meet service and contract response to referral timeframes.
* Attend training and supervision as specified

**Practice Framework**

* Compliance with Inspiro Intake service model and practice framework
* Compliance with APHRA, or other relevant professional association, credentialing and accreditation requirements
* Compliance with Inspiro policy and procedures
* Compliance with documentation and data reporting requirements
* Compliance with file audits and peer review

**Quality Improvement and Evaluation**

* Evidence of participation in quality improvement activities
* Evidence of participation in professional development activities relevant to the position

Performance objectives and indicators will be discussed with your manager and a workplan developed.

Key selection criteria

**Qualifications, knowledge and experience**

* Proven ability to work and participate in a busy team environment which operates within a framework of established procedures, workplace routines, deadlines and expectations
* Excellent communication and interpersonal skills including strong Customer Service skills and outstanding rapport building capacity
* A high attention to detail, a systematic approach and high levels of accuracy
* Demonstrated proficiency in Microsoft software, TRAK, the internet and the use of electronic data bases
* An appropriate tertiary qualification, and minimum of 2 years’ experience
* Current Victorian Driver’s Licence.

**Desirable**

* Experience in working in the Community Health, Aged Care, Disability or similar setting

Employment is subject to a police check and applicants are required to hold a current and ongoing working with children check. Persons who have worked overseas may be required to obtain an international police check.

AcknowledGEment

I acknowledge and agree with the above position description.

Signed:

Employee Name:

Date: