

Senior Intake Officer

TEAM:	Engagement
LOCATION:	Perth
REPORTING LEADER:	<i>Executive Engagement</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The occupant of this role will support the operations of the Intake department ensuring that the following underpin all key responsibilities within the team;

- HelpingMinds Care Governance Framework
- The National Standards for Disability Services
- The National Standards for Mental Health Services
- NDIS Quality and Safeguarding
- The National Safety and Quality Standards for Accreditation version 2;

Senior Intake Officer

The Senior Intake Officer will report to and is directly accountable to the Executive Engagement however will be supported by the Care Governance Lead with difficult client cases and/or for de-escalation purposes when required, and liaise, where appropriate with other Executives.

PRIMARY DUTIES AND RESPONSIBILITIES

KEY RESPONSIBILITIES

1. Team Support

- Oversee, empower and support the Intake Officers to deliver outstanding safe and quality services,
- Role model appropriate behaviours, acts ethically and with integrity, and ensures that the values are consistently reflected within the team;
- Give assistance and/or guidance by way of personal instruction, demonstration or training to team members
- Be attentive to team needs and presenting work-based solutions, where possible.
- Training team members to effectively perform intake functions including how to assess client needs and risk and correct database reporting to ensure safe and quality services are delivered

2. Client Support & Assessment

- Provide quality customer service to potential, new and existing clients with the aim of meeting these client needs efficiently and effectively and provide the best possible service;
- Document assessment, screening and actions in accordance with HelpingMinds Client Journey Manual, Intake Procedure Manual, Policies and Procedures;
- Conduct biopsychosocial assessments , of clients presenting to the service using the HelpingMinds Assessment tools;
- Be able to assess quickly the needs of clients often in a distressed state and identify the right service/access/referral required;
- Conduct Risk assessments, including assessment of suicide risk and violence risk, create action and safety plans to mitigate any risks, providing follow up support if required, following internal escalation process to Executive team where required.;
- Determine applicant meets contractual and organisational eligibility criteria for service delivery by utilising internal polices and procedures;
- Provide information about HelpingMinds services and/or relevant community services.
- Identify appropriate internal or external programs/services and provide referral pathways for clients and their families;
- Collaborate with team facilitators in with other departments in regards to service waitlists, new client allocations and support worker changes, and all other interdepartmental communications to ensure the service runs smoothly

Senior Intake Officer

3. Reporting

- Providing clear and professional reports to Executive Engagement on a regular basis including but not limited to;
 - Monthly reports on own and team operations

4. Administration

- Work with the team and organisation on the quality continuous improvements of the intake functions
- Support the team to embed the intake processes to ensure a consistent approach within the client journey and ensuring safe and quality services are delivered
- Maintain up to date client records and comply with HelpingMinds data collection standards.
- Collect current and accurate information through client assessment/referral form
- Ensure referral complete to assess eligibility criteria
- Monitor waitlist and communicate with Executive and other teams
- Support the follow up of incomplete referrals
- Keep an up to date service delivery manual on available supports in the community, and provide assistance with admin related processes required as requested by Executive Engagement and other teams.

5. Sector & Community Knowledge and Collaborative Approach

- Where clients' needs are best met through assistance/services provided by partner and other agencies, advocate with those agencies to access assistance for our client/s
- Attend intake meetings with community organisations and allocate to other team members where required.
- Keep informed on external service providers and community organisations and enable opportunities for the intake team to network and learn more about these services
- Develop awareness of the rights and responsibilities of clients of HelpingMinds.
- Develop high level of knowledge in HelpingMinds services provided

KEY PERFORMANCE INDICATORS

70% recordable time

Senior Intake Officer

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

Senior Intake Officer

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

Executive Engagement



This position is:

Senior Intake Officer



Roles supported by this position:

Intake Officers

POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time
FTE:	1.0
Position Classification:	3.3 – 3.4
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- A Tertiary level qualification in Psychology, Social Work or Counselling, or a related discipline that provides a sound understanding of knowledge of assessing and working with clients who may be at risk
- Current `C` class Driver's Licence
- A valid National Police Clearance
- A Working with Children Check

EXPERIENCE, SKILLS AND KNOWLEDGE

Senior Intake Officer

- High level written and verbal communication skills including a high level of computer literacy
- Demonstrated ability to lead a team, taking accountability and responsibility for day to day operations and team member service delivery challenges
- Demonstrated experience dealing effectively with vulnerable clients
- Proven ability to handle complex and difficult telephone conversations
- Ability to work independently and/or with limited supervision
- Demonstrated experience networking with other agencies and developing partnerships and maintaining close working partnerships with other service providers
- Proven ability and success in problem solving
- Demonstrated organisation and time management skills
- Well-developed computer skills, including Microsoft office and data reporting programs
- Ability to maintain confidentiality and exercise judgement and discretion
- Previous experience managing a team and working with a collaborative approach

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carer not-for-profit organisation/s;
- Knowledge of contemporary mental health carer issues;
- Proof of eligibility to work in Australia will be required

EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website

<https://helpingminds.org.au/diversity-statement/>

This document can be made available in alternative formats on request for a person with a disability.