Intake Officer

TEAM:	**Engagement**
LOCATION:	**Perth**
REPORTING LEADER:	

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

Intake Officer

PRIMARY DUTIES AND RESPONSIBILITIES

1. **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 Policies and Procedures.
   - Conduct biopsychosocial assessments (including development of care plans), of clients presenting to the service using the HelpingMinds Assessment tool and framework.
   - 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, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Line Manager.
   - Determine applicant meets contractual and organisational eligibility criteria for service delivery.
   - Identify appropriate internal or external programs/services and provide referral pathways for clients and their families.
   - Provide information on NDIS and identify those living in current NDIS geographical locations

2. **Family & Carer Liaison**
   - Participate in the HelpingMinds Intake system, answering telephone calls and enquiries, screening and assessing needs, reminder text and calls to clients, prioritising and making appropriate follow up appointments, referrals and bookings for other support staff.
   - Provide information to carers and families (telephone, face to face and/or electronically).
   - Provide an information and referral service to carers.

3. **Community Development & Advocacy**
   - 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 networking events and stakeholder meetings and promote the service where appropriate.

4. **Sector & Community Knowledge and Collaborative Approach**
   - stablish, foster and maintain close working links with relevant service providers and community organisations external to HelpingMinds
   - Develop awareness of the rights and responsibilities of clients of HelpingMinds.
   - Develop high level of knowledge in HelpingMinds services provided

5. **Administration**
   - 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, in partnership with relevant Line Manager
   - Follow up incomplete referrals

KEY PERFORMANCE INDICATORS

- Establish and maintain strong referral pathways;
- Provide clear reports on a regular basis measuring positive outcomes and;
- Ensure information is entered into relevant database systems.

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

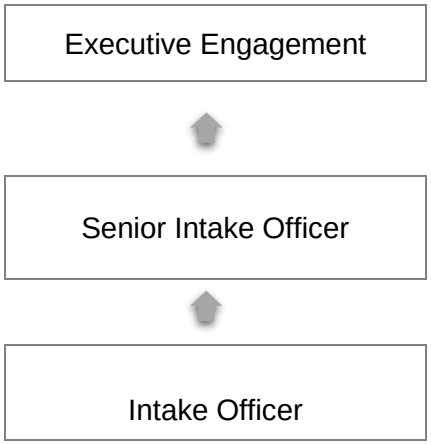
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

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

This position is supported by:

This position is:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time/ Part-time/ Casual /Contract
FTE:	x.xx (xx hours per fortnight)
Position Classification:	Salary level xx
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less 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 **HelpingMinds recommends employees seek independent advice prior to salary packaging***

helping minds
Mental Health Services & Carer Support

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

- High level written and verbal communication skills including a high level of computer literacy
- 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

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carer not-for-profit organisation/s;
- Knowledge of contemporary mental health carer issues;

EMPLOYEE DECLARATION

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

Signed: _____ Date: _____/_____/_____

Print name: _____

Intake Officer

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.