

## Position Description

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# Intake Assessment Worker

## Section A: Position Details

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Position title:	Intake Assessment Worker
Employment Status:	Full Time/Part Time
Classification and Salary:	CSD Level 3 from \$73,434 - \$79,010 p.a, pro rata dependent on skills and experience
Location:	Neami Intake Fairfield, and/or working from home with approval
Hours:	Between Monday to Friday 8:30am – 5:00pm
Contract details:	Maximum Term contract until 30 <sup>th</sup> June, 2022.

## Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals. We provide services in almost 40 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country. We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

## Intake Service Overview

The Department of Health and Human Services (DHHS) is funding the MHCSS Intake service to deliver the Mental Health NDIS Access Project (the Access Project). The project commenced in June 2018 and concludes on June 30, 2023. The DHHS is also funding the Partners In Wellbeing COVID 19 Mental Health and Wellbeing service commencing June 2020 and concluding June 30, 2022.

### **The Access Project is as follows:**

The project is a time limited initiative that will support people with a severe mental illness and substantial, enduring psychosocial disability who meet the disability, age and residency requirements of the NDIS to collect and collate the evidence they need to make an NDIS access request.

The Access Project will target eligible people who are:

- shared care consumers of the clinical mental health services and general practice and/or private psychiatrists (e.g. Clozapine GP Shared Care Program), and
- consumers that have been discharged from the clinical mental service system and are seeking evidence from the health service to complete their NDIS access request, and
- experiencing significant (social and economic) disadvantage who are not consumers of the clinical mental health service system and require support to make an NDIS access request, with a priority focus on: people experiencing homelessness; residents of pension-level Supported Residential Services (SRS); people with a dual diagnosis; people with a dual disability; Aboriginal and Torres Strait Islanders; and culturally and linguistically diverse people

**The Partners in Wellbeing service is as follows:**

The project is a time limited initiative which will assist people experiencing psychosocial distress and mental ill health due to the COVID-19 physical distancing and isolation measures, including those who are required to self-isolate for whatever reason. This includes people with lived experience of mental illness, as well as those experiencing poor psychosocial health for the first time due to the impacts of COVID-19. The initiative will also support carers in the context of their own psychosocial health and the caring role, acknowledging the negative and fatiguing impacts of COVID-19 on carers wellbeing and resilience.

The Partners in Wellbeing supports will be targeted to people:

- who do not currently receive state, Commonwealth or NDIS funded psychosocial supports and require wellbeing checks and support.
- Priority will be given people at high risk of relapse in their mental health condition or psychological state to prevent avoidable relapse, ED presentations and hospital admission and/or risk of self-harm or suicide.

## Position Overview

The Intake team work with participants from both the Access Project and the Partners in Wellbeing program to either test their eligibility to access the NDIS (under the Access Project) and/or provide specialist psychosocial and wellbeing supports will be delivered across Victoria via telephone and video technology within the Partners in Wellbeing service (under the Covid-19 Project).

Intake Assessment Workers will primarily provide an initial identification and assess of needs for individuals, families and carers when they contact. Intake Assessment workers will initially assess the nature and urgency of the request for supports/services. They will then utilise their advanced knowledge and assessment experience to establish eligibility of the individual, urgency and case prioritisation and whether previous services have existed in the past.

Intake Assessment workers will assess the need for supports such as intensive specialist mental health screening and perform risk assessments, including arranging referrals to other providers. They will carry out comprehensive assessments of the needs of the individual and provide the individual with the necessary information of the sorts of services available to support their identified needs and the possible waiting times for services and support programs.

Intake Assessment Workers will work as part of a collaborative team approach, supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

## Period of Employment

Maximum Term contract until June 30, 2022, subject to a 6-month probationary period (where applicable).

## Accountability

The Intake Assessment Worker is accountable to the Service Manager.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 3: \$73,434 - \$79,010 p.a, pro rata depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

<b>Police check</b>	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
<b>Working with Children check</b>	A valid Working with Children check must be supplied by all new employees (employee responsibility).
<b>Car licence</b>	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
<b>Right to work within Australia</b>	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.
<b>DWES Check</b>	Disability Workers Exclusion Check Clearance

## Section B: Key Responsibilities

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- Receive Requests, Assess and Provide Appropriate Support and Advice. Accepting referrals from providers, individuals, carers seeking clinical evidence to complete the access process, undertaking a pre-screen to determine likely eligibility for the NDIS and offering support to complete the access process, as required. In addition, referrals will be received from a range of sources including self-referral and

referrals from Beyond Blue, Lifeline and Suicide Line Victoria and other providers supporting people with a mental illness/poor psychosocial health who require focused psychosocial support.

- Manage, support and review a caseload, including waiting list management intervention which includes: call back, wellbeing checks, cross sector referrals, gathering additional information, application of strength-based telephone coaching, including self-management advice and support
- Collecting and collating all necessary evidence and completing the Access Request Form with the consumer and their supporters, in collaboration with the person's (past and present) treating health professional,
- Assisting the person to submit their Access Request Form to the NDIA and acting as a contact person for NDIA queries, at the request of the person,
- follow-up with the NDIA on the status of the consumer's access request (as required) including monitoring of timelines, and
- if required, assisting the consumer to understand and seek a review of the NDIA decision or appeal the decision through the Administrative Appeal Tribunal.
- Perform risk assessments (including referral to crisis intervention services, where necessary).
- Provide outreach support where required to complete access request form.
- Manage and review waiting list as and when required, including waiting list management intervention which includes: call back, cross sector referrals, gathering additional information, application of telephone coaching including self-management advice and support
- Engage consumers and develop trusting and professional relationships
- Engage consumers, using the strengths-based approach of the Collaborative Recovery Model (CRM) protocols and the values and principles of this model
- Maintain accurate individual consumer files and data bases (Carelink) in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Promote the principles and practice of service coordination to ensure that consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs.
- Facilitation of small group wellbeing programs (as required)

## Participate Fully as a Team Member

- Using the team approach work collaboratively with immediate team members and other Neami services in order to ensure continuity of support and consistency in the comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program

## Working with Community Partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to identify the areas of need
- Participate in partnership meetings with other intake and assessment services

## Maintain Records and Resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager on outcomes and issues
- Follow all OH&S procedures to ensure safe work practices

## Section C: Key Competencies

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### Creating Diverse Staff Teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness. We are strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

### Adhering to Principles and Values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

### Working with People and Building Relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Manages conflict in a fair and transparent manner

- Manages disagreements and points of tension with tact and takes appropriate steps to deescalate where needed

## Communicating and Facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others
- Demonstrated understanding of the mental health sector and the services provided by MHCSS

## Planning, Organising and Problem Solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and Responding to Change, and Coping with Challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy