

POSITION DESCRIPTION

Position Title	Intake Assessment Worker- NDIS Access Project
Reporting To	Service Manager – NDIS Access Project
Employment Status	Full Time (0.8 Part Time considered)
Classification	Consumer Service Delivery Level 3
Team/Service	Neami NDIS Access Project
Direct Reports	Not Applicable
Date	June 2022

PROGRAM OVERVIEW

The Department of Families, Fairness and Housing (DFFH) is funding the MHCSS Intake service to deliver the Mental Health NDIS Access Project (the Project). The project commenced in June 2018 and conclude on June 30, 2023.

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 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

POSITION OVERVIEW

The NDIS Access project team workers assists participants to test their eligibility to access the NDIS. The project is a time limited initiative which will assist hard to engage people with 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. This project is an

initiative of the Victorian Government and will be delivered by the Mental Health Community Support Service (MHCSS) Intake service until June 30, 2023.

The NDIS Access project team workers will assess the need for supports such as intensive specialist mental health screening and perform risk assessments, including arranging referrals to crisis intervention services, where necessary. They will carry out assessment 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.

The NDIS Access project team work as part of a collaborative team approach, supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

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.
- 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.

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

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Driver's license
- A valid and current Working With Children Check
- Mandatory COVID-19 Vaccination: In line with State Government requirements, it is mandatory for all Neami National staff to be fully vaccinated for COVID-19 and provide proof of vaccination on acceptance of any offer of employment
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.