

POSITION DESCRIPTION

Position Title	Intake and Assessment Worker – NDIS Interface
Reporting To	Service Manager – Northern Psychosocial Support Service team
Employment Status	Full Time Permanent
Classification	CSD Level 3
Team/Service	Northern Psychosocial Support Service
Direct Reports	Not Applicable
Date	July 2022

PROGRAM OVERVIEW

Northern Melbourne Commonwealth Psychosocial Support (CPS) is funded by the North Western Melbourne Primary Health Network (NMPHN) as a response to the sectoral service gap for consumers with a psychosocial disability that were not eligible for the NDIS. Several funding streams operate under the NWCPS team, including:

- **Psychosocial Support Service:** A Commonwealth funded service forming part of National Psychosocial Support Measure which provides consumers recovery-oriented support through coaching and group-based activities.
- **Continuity of Support** (Commonwealth): consumers who were previously supported by PIR, D2DL and PHaMs who did not meet eligibility for the NDIS and who require ongoing support.
- **NDIS Interface:** An additional service designed to support consumers receiving PSS of CoS funding which provides support for NDIS testing or retesting to consumers who have been found ineligible for the NDIS and choose to retest their eligibility or request a review of their NDIS outcome decision.

POSITION OVERVIEW

The NDIS Interface worker works with participants of the PSS and CoS programs to test their eligibility to access the NDIS. The project is a time limited initiative which will provide support for NDIS retesting to consumers who have been found ineligible for the NDIS and choose to test or retest their eligibility or request a review of their NDIS outcome decision in collaboration with psychosocial supports offered within the team.

The NDIS Interface worker 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 Interface worker will 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

- Accept and process referrals for NDIS Interface Service 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 act as a contact person for NDIA queries, at the request of the person, for
 - 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.
- Fully participate in the pre-planning and implementation processes with the individuals' access to the NDIS service.
- 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 NDIS, community support or intake and assessment services.

Maintain Records and Resources

- Accurately collect, collate and maintain data on consumer contact through data management systems.
- Collect and share information on community resources and services with the team.
- Regularly report to the Manager on outcomes and issues.
- Follow all OH&S procedures to ensure safe work practices.

ORGANISATIONAL ACCOUNTABILITIES

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 MHCS

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

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Driver's license and access to own vehicle
- A valid and current Working With Children Check
- 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.