

Position Description

Position Title	Community Rehabilitation and Support Worker – Intake
Reporting To	Service Manager (with oversight from Clinical Services Manager)
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Connect to Wellbeing – Cairns, Townsville, Mackay
Direct Reports	Nil
Date	September 2023

PROGRAM OVERVIEW

Connect to Wellbeing are Neami National services located in Cairns, Townsville and Mackay. Following a 'no wrong door' approach, Connect to Wellbeing provides a single point of entry to psychological services.

Offering intake, assessment, triage and referrals, Connect to Wellbeing connects people with the right service at the right time. The centralised intake service is accessible online, via phone or email. Connect to Wellbeing is a Neami National service supported by funding from the Australian Government under the PHN Program.

Through strong clinical and community connections, Connect to Wellbeing works to ensure that the right service is available at the right time. GPs and primary health teams will be provided with updates as referrals are actioned and received by service providers.

Based on the stepped care model of mental health support, Connect to Wellbeing focuses on integration of the health care system and facilitates people moving easily between programs as their support needs change over time.

The staff team at each Intake, Assessment and Triage Service will consist of a Service Manager/Clinical Service Manager, a Clinical Lead and Triage Mental Health Clinicians as well as Intake workers. The three teams will be overseen by the Regional Manager, North Queensland.

POSITION OVERVIEW

The Intake, Assessment and Triage Service is a Neami service located in Cairns, Townsville and Mackay. The Community Rehabilitation and Support Worker (CRSW) - Intake will be part of a multidisciplinary mental health team delivering high quality mental health intake, assessment, and triage services for individuals in the region who experience mental health issues and are seeking support.

The CRSW - Intake worker will provide the intake function; receiving initial referrals, undertaking eligibility screening and referring to the Mental Health Clinical Support Coordination Team. This position is not required to be clinical. CRSW - Intake 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.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Receive and action incoming referrals via a dedicated 1300 telephone line, fax and email
- Conduct initial contact and initial needs identification
- Undertake subsequent comprehensive intake process of consumers
- Conduct evaluation of referrals for eligibility and urgency; and case prioritisation
- Provide referrals with community services and resources information or refer to appropriate alternative services
- Allocate eligible consumers to most appropriate Mental Health Clinical Support Coordinator
- Engage consumers and develop trusting and professional relationships
- Engage consumers, using the strengths-based approach with the principles of recovery
- Maintain accurate individual consumer files and databases in accordance with the policies and procedures of Neami and the service agreement with NQPHN
- 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
- Hold a portfolio in an identified area of interest, undertake and support service mapping, building relationships with community providers and attend local network meetings

Working with community partners

- Participate in partnership meetings
- Build and maintain collaborative partnerships in the community

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement

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

- Knowledge of local community services that are relevant to supporting Mental Health
- A valid Working with Children Check
- A valid Australian Driver's License

Desirable

- Certificate IV in Mental health

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.