

Position description

Title of the role:	Intake Support Worker
Program Area:	NewAccess
Classification:	SCHADS Award Level 3
Schedule:	Schedule B
Location:	NSW
Reports to:	NewAccess Team Leader
Last Revised:	October 2025

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

We are open and sincere in all interactions
We show compassion and consideration to all our stakeholders
We take responsibility for our actions

Acceptance

We champion and respect all voices and choices
We accept people no matter how complex their needs
We see the person, the family and the community

Fairness:

We believe everyone has the right to equal opportunities
We challenge social injustice and advocate for change
We collaborate to solve problems

Commitment:

We are committed to our work and we won't give up
We have the courage to make decisions and are accountable for our actions
We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

About the Service

The Mental Health, Alcohol and Other Drugs, and Suicide Prevention (MHAODSP) service aims to deliver comprehensive, integrated, and person-centred care across the CCQ region (Central Queensland, Wide Bay, Sunshine Coast).

It addresses service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support, and early intervention. Through a hub and spoke model, specialised resources and coordination are centralised, while local spokes ensure community-based service delivery. This approach promotes holistic wellbeing by considering broader determinants of health, fostering collaboration among providers, and ensuring a sustainable, adaptable service responsive to community needs.

The consortium, led by EACH, includes eight partners: Central Queensland Indigenous Development, Flourish Australia, Gympie Women's Health Centre, Open Minds Australia, Queensland Injectors Health Network, REFOCUS Aboriginal and Torres Strait Islander Services, Stride Mental Health, and Wellways Australia. This diverse coalition enhances service delivery through comprehensive, community-focused care.

Position Summary

The Australian NewAccess model is licenced by Beyond Blue and is an adaptation of the United Kingdom's (UK) Improving Access to Psychological Therapies (IAPT) available under the National Health Service (NHS). The model offers low-intensity Cognitive Behavioural Therapy (LiCBT) and is effective in treating mild to moderate depression and/or anxiety. NewAccess is provided by a specially trained workforce of Coaches.

In Australia, NewAccess:

- Provides accessible wellbeing support to metro, regional and remote communities
- Integrates into the stepped care service system
- Is technologically friendly – blends face-to-face, telehealth and telephone delivery, providing greater reach for clients from rural and remote communities
- Is a measurable service with clearly visible recovery outcomes
- Has strong clinical oversight and support for Coaches.

Under the general direction of the NewAccess Team Leader this role will be responsible for providing the day-to-day intake and eligibility screening functions for NewAccess. The Intake Support Worker will be responsible for the following key areas:

- Supporting referrals into NewAccess
- Screening for eligibility for NewAccess programs
- Ensuring effective demand management and prioritisation for allocation for eligible participants
- Facilitating referrals and supports for people not eligible for NewAccess
- Strengthening partnerships and building better links between various clinical and community support organisations responsible for delivering mental health services
- Managing participants on a wait list.

The Intake Support Worker will be the first point of call for those on a wait list and provide active wait-list management strategies. This role will also be responsible for ensuring all relevant participant details and data are collected and recorded.

Intake Support workers will develop and maintain positive relationships with key stakeholders and others to ensure the service model and objectives are embedded into the service system.

Responsibilities

Key Functions	Key Performance Indicators
Provision of NewAccess Working within the principles of recovery orientated mental health practice	<ul style="list-style-type: none"> • Conduct initial screening of clients wanting to access NewAccess using the relevant intake forms and documents. • Ensure the efficient management of programs waitlists • Liaise with Coaches to ensure appropriate referrals and allocations. • Provide information to people not eligible for services and refer them to external services when appropriate. • Maintain and participate in the development of resource information that supports clients • Assist in service and organisational systems development for the intake program. • Improve referrals pathways that facilitate access to the range of psychosocial supports • Provide strong links and professional partnerships between Wellways and other services in order to provide an efficient and coordinated approach to service delivery and referral
Consumer and Carer Participation Engage in ongoing consultation with participants, carers and members of natural support networks	Utilising Wellways Consumer and Carer Participation Framework: <ul style="list-style-type: none"> • Engaging participants in the planning, delivery, development, monitoring and evaluation of services. • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs. • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds • Working closely with the organisation's consumer participation team.
Administration Ensure all documentation is completed in a timely and accurate manner	<ul style="list-style-type: none"> • Ensure accurate recording, maintenance and security of all client records generated. • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards. • Participate in service review and development activities, including audits. • Complete monthly activity and data reports to support NewAccess KPI reporting • Monthly Data integrity check as per MDS and reporting requirements of funder and stakeholders • Complete delegated administrative duties as required by the Team Leader

<p>Team Effectiveness</p> <p>Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks</p>	<p>This will include:</p> <ul style="list-style-type: none"> • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and ongoing development of, an environment based on shared accountability and effective knowledge sharing • Cooperating with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities
<p>Organisational Alignment</p> <p>Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<ul style="list-style-type: none"> • Ensure that the program provided reflects the core values of Wellways • Participant needs are reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to on-going development to support enhanced program delivery • Provide proactive feedback and actively participate in continuous improvement initiatives
<p>Stakeholder Engagement</p> <p>Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Provide support and direction to placement students as required

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Diploma or Certificate IV in relevant accredited course and/or substantial relevant experience. • High level of competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems; including high level of competency in Microsoft Excel. • Ability to use telehealth platforms effectively • Satisfactory Police Records Check • Satisfactory Working with Children Check • Completion of NDIS disability worker orientation • Right to Work within Australia <p>Desirable:</p> <ul style="list-style-type: none"> • ASIST & QPR training completion
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated skills, attitude and commitment to work collaboratively and effectively with diverse teams • Ability to be adaptable in fluid working environments with shifting organisational, policy and service contexts • Demonstrated sensitivity to Culturally and Linguistically Diverse (CALD) individuals and communities. • Ability to liaise effectively with clients, community groups, staff and external service providers. • Extensive knowledge of the healthcare, welfare and community sectors systems. • Flexibility and capacity to adapt to a changing environment with a variety of co-workers • High level communication and interpersonal skills • Demonstrated ability to multi-task, work independently and to use initiative and problem solving skills to organise and prioritise referrals and waitlists • Strong networking skills and ability to liaise effectively with multiple stakeholders <p>Desirable:</p> <ul style="list-style-type: none"> • Fluency in other languages

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

Attachment 1



