

## Position Description

<b>Position Title</b>	Intake & Assessment Coordinator – Lived Experience
<b>Reporting To</b>	Service Manager
<b>Employment Status</b>	Part Time, Permanent (0.5FTE)
<b>Classification</b>	SCHADS Level 4
<b>Team/Service</b>	Darling Downs West Moreton, Head to Health Phone Service
<b>Direct Reports</b>	Nil
<b>Date</b>	November 2025

### PROGRAM OVERVIEW

The Medicare Mental Health phone service (MMHps) is an exciting new service connecting the Darling Downs West Moreton (DDWM) communities to the most appropriate services that meet their identified needs. When calling the 1800 number, consumers will be greeted by mental health professionals offering mental health service navigation into and between all community mental health services. This consists of Medicare Mental Health Centres, Headspace, and other community-based mental health services, including those provided by Queensland Health, Non-Government Organisations, and private providers.

The MMHps is part of a national Medicare Mental Health brand, that enables a consistent triage and streamlined transfer or referral to the most appropriate services. A key objective of this service is local service integration to address fragmentation and offer a seamless care pathway for consumers to receive the right level of care at the right time to meet their mental health needs.

This is primarily a phone-based service, taking direct incoming referral calls through an established 1800 mental health intake number. The service uses the Initial Assessment and Referral Decision Support Tool (IAR-DST) alongside other assessments and tools, to support a nationally consistent evidence-informed initial assessment and referral process. The team is made up of staff from diverse professional and personal backgrounds including clinical, non-clinical, and lived experience. Staff work together in a transdisciplinary approach to support people to reach the appropriate service, prioritising consumer choice and agency.

The DDWM MMHps is funded by DDWM PHN and is co-located with Neami's Living and Learning Centre in Ipswich.

## POSITION OVERVIEW

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Intake and Assessment Coordinator's with Lived Experience (IAC-LE) draw on their own life-changing lived experience of distress, and their journey of recovery and healing to inform their practice. Guided by Intentional Peer Support (IPS) and the National Lived Experience Workforce Guidelines, IAC-LE utilise their lived expertise when providing an initial assessment of needs for individuals.

The IAC-LE will form part of a multidisciplinary team, delivering structured intake, assessment and referral services for consumers seeking support across a range of social support issues. The IAC-LE are the point of contact for all intake and assessment; receiving referrals, addressing enquiries, undertaking consumer assessments, program eligibility screening and reviewing referrals to ensure the right level of care is provided.

The Intake and Assessment Coordinator will form part of a multidisciplinary team, delivering structured intake, assessment and referral services for consumers seeking support across a range of social support issues. The Intake and Assessment Coordinator is the point of contact for all intake and assessment; receiving referrals, addressing enquiries, undertaking consumer assessments, program eligibility screening and reviewing referrals to ensure the right level of care is provided.

The Intake and Assessment Coordinator will primarily provide an initial assessment of needs for individuals, triaging needs, vulnerability and urgency, utilising their sector knowledge and assessment experience to establish prioritisation of the individual to case management. The Intake and Assessment Coordinator will work as part of a collaborative team approach, supported by regular opportunities to reflect upon their practice and access comprehensive training and supervision.

## THE POSITION

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### ***Key position Responsibilities, Duties and Accountabilities***

- Work within Neami's Collaborative Relational Practice (CRP) Framework and IPS principles & tasks (training provided).
- Accept and process referrals for services seeking relevant evidence utilising knowledge and expertise to complete the access process and undertaking a pre-screen to determine likely eligibility, urgency and prioritisation.
- Draw on relational practice skills to validate, relate, and support consumers in recognising and developing their unique strengths and what they want to move towards, fostering hope, resilience, community connections, autonomy, and self-advocacy.
- Co-create safety with consumers and colleagues while respecting boundaries.
- Provide culturally sound support to consumers of diverse backgrounds and utilise interpreters when applicable.
- Support the consumer to apply emotional regulation skills and utilise de-escalation techniques during crisis such as suicidal distress and self-injury.
- Navigate additional services/supports or emergency response where required.
- Practice trauma informed care and understand social determinants on health and wellbeing.

- Connect consumers with other services and peer networks to address unmet needs and barriers plus facilitate warm referrals and service navigation.
- Where required, ensure a clinical assessment is conducted by an available clinician or the Clinical Lead to match people with the services they need.
- Maintain accurate individual consumer files and databases in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Attend meetings, establish and maintain relationships with external partners to facilitate the assessment process and provide in-services to other specialist services.
- Using the team approach, work collaboratively with immediate team members and other Neami services 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 sessions, supervision and staff development activities.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.
- Assess the safety of the consumer and determine suitable response and where relevant appropriate action plans to mitigate identified risks (including referral to crisis intervention services where necessary and consult with clinical staff or manager where required).
- Ensure consumers are connected to urgent care when experiencing high levels of distress, suicidal crisis, and acute mental health challenges through internal escalation pathways.
- Provide service navigation support and information as appropriate, to assist people to connect seamlessly to the most appropriate local service to meet their identified needs.
- Assess the need for supports such as intensive specialist mental health screening and perform risk assessments, brief interventions, and support warm referrals to mental health triage and acute mental health services, as required.
- Collect and collate all necessary information with the consumer and their support network, in collaboration with the person's (past and present) treating health professional.
- Liaise with consumer's support system (including carer) to obtain and consolidate key evidence for relevant applications, including working closely with other healthcare providers, family members, and Community services.
- Engage consumers and develop trusting and professional relationships.
- Undertake psychosocial assessment as required.
- Where required, ensure a clinical assessment is conducted by an available clinician or the Clinical Lead to match people with the services they need.
- Maintain accurate individual consumer files and databases in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Attend meetings, establish and maintain relationships with external partners to facilitate the assessment process and provide in-services to other specialist services.
- 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.

- 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 sessions, supervision and staff development activities.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.

### **Program Specific**

- Participate in partnership and capacity building meetings with other community support or intake and assessment services.
- Complete consumer assessment and referral process using the Intake and Referral Decision Support Tool (IAR-DST).
- Manage and review waiting list as and when required, including waiting list management intervention which includes: call back, wellbeing checklist, cross sector referrals, gathering additional information, application of telephone coaching including self-management advice and support.
- Co-ordinate intake panels to discuss and assess a consumer's suitability for relevant programs and provide feedback to referrers.
- Support the development and delivery of training induction to new staff on intake pathways, criteria, and methods.
- Coordinate and chair allocation meetings with relevant program managers and stakeholders.

### **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.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

## **ORGANISATIONAL ACCOUNTABILITIES**

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- 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 improvement 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.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Personal lived experience of distress, trauma, and/or substance use, with a focus on healing/recovery and the ability to purposefully use lived experience learnings to connect with and support others.
- Formal tertiary qualification a related field and/or equivalent experience working in a relevant setting.
- Demonstrated understanding of the mental health sector or equivalent.
- Experience working with consumer information systems, maintaining accurate documentation and data collection.
- High level of interpersonal skills and emotional intelligence
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- 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 identify changing needs within a group.

- Transferable sector knowledge and experience.
- Awareness of risk assessment and principals of risk management.
- Strong computer literacy.
- Demonstrated experience in the provision of mental health assessment and supporting consumers with presenting mental health concerns
- Experience working with client information systems, maintaining accurate documentation and data collection
- A valid Working with Children card (Social Workers/Non-AHPRA registered clinicians)
- Compliant with Queensland Health and Metro South Health's workplace health and safety requirements, including Requirements for Workers in Healthcare Settings
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***Desirable***

- Certificate IV in Mental Health Peer Work or
- Intentional Peer Support (IPS) trained
- Post secondary qualifications in a relevant field such as human services, social welfare, social work, psychology or mental health and / or relevant experience in the mental health industry.

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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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. |