

POSITION DESCRIPTION

POSITION TITLE	Initial Assessment and Referral (IAR) Intake Clinician
LOCATION	Penrith NSW
STREAM	Mental Health and Integration
HOURS	8 to 38 hours per week
PD VERSION	2.01

Wentworth Healthcare is a not-for-profit organisation working across the Blue Mountains, Hawkesbury, Lithgow and Penrith local government areas as the provider of the Nepean Blue Mountains Primary Health Network.

Our vision: our community experiences better health and wellbeing.

Our mission: empower primary healthcare providers to deliver high-quality, accessible and integrated care that meets the needs of our community.

Our values are respect, ethical practice, continuous improvement, collaboration and quality. These values guide our approach to our work within our organisation and with our stakeholders and the community.

1. Primary Purpose of This Role

The role of the Initial Assessment and Referral (IAR) Intake Clinician is to support the Medicare Mental Health phone service (the service) operated by Wentworth Healthcare. The service provides a highly visible and accessible entry point to mental health support for people experiencing psychological distress, through a no wrong door approach.

The IAR Intake Clinician provides individuals contacting the service with information and/or initial assessment, triage and referral to appropriate mental health services, including Medicare Mental Health Centres.

2. Key Outcomes

- 2.1. Application of the IAR process for all inward referrals, where assessment is required, to ensure range of factors are explored during assessment, enhancing the opportunities for holistic and personalised referral and future treatment.
- 2.2. Enhanced use of regional resources, with appropriate assessment minimising excess and unnecessary demand for certain service levels (e.g., psychological interventions) and improving uptake of the increasing variety of evidence-based service options (e.g., low intensity services).
- 2.3. Increased number of people accessing mental health support due to improved accessibility and the support of the service.
- 2.4. Positive outcomes expressed by individuals/carers.
- 2.5. Reduced numbers of re-referrals/readmissions to Emergency Departments and Area Mental Health Services.

- 2.6. Increased evidence of conjoint service and treatment planning.
- 2.7. Fulfilment of the role responsibilities outlined in Appendix A.

3. Key Relationships

This role is situated in the organisation's Mental Health and Integration Stream, and has the following key relationships:

Supervisor	IAR Clinical Lead
Significant Internal Relationships	Clinical Services Manager Executive Manager Mental Health and Integration Manager Psychosocial Support Commissioning
Significant External Relationships	Individuals and their carers Primary care providers Commissioned service providers Local Health District Non-Government Organisations
Number of Direct Reports	NIL

4. Role Requirements

4.1. Essential

- Relevant tertiary qualifications in Psychology (must be provisionally registered as a minimum), Social Work, Occupational Therapy or Mental Health Nursing, including registration with AHPRA or eligible for membership with equivalent professional body.
Note: If provisionally registered, you must have a current primary supervisor.
- Strong written, verbal and interpersonal communication and engagement skills with the ability to liaise with a range of individuals from diverse backgrounds and professional levels within established parameters. This includes, but is not limited to, the ability to liaise with internal and external agencies, the ability to engage with carers and people experiencing distress and the development of reports.
- Demonstrated ability to work independently and within a multidisciplinary team.
- Proven ability to utilise information technology tools and products to an intermediate level, including learning and adopting a suite of digital platforms for reporting and data collection and research purposes.
- Demonstrated assessment and triage skills in a mental health setting and the ability to co-ordinate care for individuals.
- Demonstrated skills in decision making, problem solving, negotiation and crisis management.

- Demonstrated knowledge of and sensitivity to the mental health needs of individuals and their supports.
- Awareness of National Safety and Quality Digital Mental Health Standards.

4.2. Desirable

- Experience in collaborative partnerships with government or non-government organisations, including working with a range of community partners.
- Experience with National Safety and Quality Digital Mental Health Standards.

5. Special Conditions

- 5.1. Some out of hours work on evenings and/or weekends may be required (e.g., attendance at community forums or meetings).
- 5.2. Travel across the region within the Wentworth Healthcare boundary may be necessary.
- 5.3. Travel outside the Wentworth Healthcare boundary may be necessary.
- 5.4. Ongoing requirement to consent to a regular National Police Check being conducted.
- 5.5. Current NSW Driver's Licence.
- 5.6. This role may be subject to public health orders relating to a pandemic or other health emergency. By signing this position description, you agree to comply with all public health order directives.

6. Work Health and Safety

Your safety responsibilities as an employee of Wentworth Healthcare are to take reasonable care of yourself and not do anything that would affect the health and safety of others at work.

You must follow any reasonable health and safety instructions from your employer. It is important that you:

- Work safely.
- Follow instructions.
- Ask if you're not sure how to safely perform the work.
- Use personal protective equipment (PPE) in the way you were trained and instructed to use it.
- Report injuries and unsafe and unhealthy situations to your supervisor or to your Health and Safety Representative.

7. Quality, Cyber and Information Security

As a Wentworth Healthcare employee, you have a responsibility to contribute to the implementation of, and compliance with, information security and quality obligations of the organisation.

It is important that you:

- Adhere to legal, compliance or other requirements including internal policies and procedures (aligned with ISO 27001:2022 and 9001:2015) to protect the confidentiality, integrity and availability of information assets and ensure the quality of operations.

- Contribute to the organisation's culture of continuous improvement, including participation in training and continuous learning for self-development.
- Demonstrate a commitment to stakeholders with a focus on stakeholder engagement and satisfaction.
- Contribute to the identification of risks and/or opportunities, immediately escalating any concerns to the relevant Manager, Executive Manager or a member of the Contracts, Risk and Compliance team.

Acceptance of Position

I hereby accept the position as outlined in the above points and agree to abide by the organisation's values and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken by this position, and that it is not intended to be an exhaustive list.

I also agree that there may be changes or additional responsibilities as elements of the role change from time to time.

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Document Management

Direct manager	IAR Clinical Lead	Date:	June 2025
Corporate and Strategic Performance Approver:	People and Culture Coordinator	Date:	June 2026
Executive Manager:	Executive Manager Mental Health and Integration	Date:	June 2025
Executive Approver:	CEO	Date:	July 2025

Appendix A – Role Responsibilities Outline

The IAR Intake Clinician is expected to:

- 1.1. Support individuals contacting the service with information on local mental health services and approved resources.
- 1.2. Deliver a 'whole of person' assessment to assist in defining the 'level of need'.
 - Use the Initial Assessment Referral Decision Support Tool (IAR-DST) to assess the needs of individuals experiencing psychological distress.
 - Ensure that a range of factors are explored during assessment, enhancing the opportunity for holistic and personalised referral, and future treatment.
 - Assist individuals with supported decision making to ensure that they are referred to a service and service provider that meets their needs.
 - Where significant risk to self or others is determined (including risk of suicide or violence), ensure that a collaborative safety plan is developed with the individual and/or, where applicable, their carer or support person, to mitigate any immediate risk.
- 1.3. Utilise regional knowledge to provide a seamless, and timely, warm referral experience that connects people (individuals, carers and family members) to treatment services specific to the Nepean Blue Mountains region.
 - Where it is impractical for a warm transfer to occur, the IAR Intake Clinician is expected to ensure that the referral is delivered to the proposed service provider and to confirm with the service provider and/or individual, as part of a scheduled follow up activity, that care has commenced (or will shortly commence).
 - Where a scheduled follow up activity determines that an individual has disengaged or the service provider has not been able to support the individual, the IAR Intake Clinician is expected to consider alternate support and/or service providers as required to ensure that the individual is appropriately supported.
- 1.4. Maintain a high standard clinical quality to ensure individual safety.
- 1.5. Participate and/or contribute to continuous improvement initiatives relevant to the service and service delivery, with an emphasis on the safety and quality of the service.
- 1.6. Develop and maintain effective relationships with regional stakeholders including GPs, mental health clinicians, non-government organisations, the Local Health District and community-based organisations.
- 1.7. Ensure all relevant data regarding individuals contacting the service is recorded, to support quantitative/qualitative analysis and reporting for the service delivery.
- 1.8. Adhere to the principles of the Gayaa Dhuwi (Proud Spirit) Declaration in the development and delivery of services to ensure culturally safe services for Aboriginal and Torres Strait Islander people are included as part of the broader model.
- 1.9. Support a health literacy approach with individuals by harnessing techniques, strategies and tools for increasing individuals' comprehension of health information, whether it is conveyed in written form online or verbally as part of a consultation.
- 1.10. Other duties as directed.

2. General:

- 2.1. Liaise with other services offering support to people experiencing psychological distress.
- 2.2. Maintain and promote an awareness of primary health issues in the community.
- 2.3. Liaise with community groups, government and non-government community agencies providing holistic health related services to people.
- 2.4. Contribute to the implementation of systems of care for people within the Nepean Blue Mountains Primary Health Network region and provide review of these systems.
- 2.5. Establish links with early intervention stakeholders within and across services, promoting early intervention in mental illness, establishing clinical pathways, community development and liaison.
- 2.6. Participate in relevant activities in relation to Transcultural Mental Health, and to promote awareness of multicultural health issues within the service as necessary.

3. Clinical:

- 3.1. Operate within the identified scope of practice for the service.
 - 3.1.1. Provide information on local mental health services.
 - 3.1.2. Provide an intake assessment using the IAR-DST for people with a range of presenting mental health needs. This ensures that an evidence-based practice is applied to achieve the best health outcome.
 - 3.1.3. Facilitate the smooth and supported transition of people accessing services by connecting them with appropriate identified services.
 - 3.1.4. Ensure appropriateness of care via a scheduled follow up contact.
- 3.2. Ensure people contacting the service are not harmed or at risk because of your action, inaction or decisions.
- 3.3. Ensure that clinical information provided to is easy to understand and meets their needs.
- 3.4. Participate, cooperate and communicate with other staff members, medical practitioners and other agencies to ensure maximum continuity of care.
- 3.5. Develop and maintain relationships critical to the role and service delivery:
 - 3.5.1. Maintain and strengthen established connections to promote prevention initiatives and provide consultation.
 - 3.5.2. Work closely with the Local Health District team and other services to provide integrated and coordinated care for people (individuals, carers and family members) managing a range of mental health and substance use disorders.
 - 3.5.3. Establish ongoing liaison with Mental Health Services, including acute, pertaining to referrals to ensure continuity of care of people (individuals, carers and family members).
- 3.6. Participate in clinical review and supervision ensuring service standards are met.
- 3.7. Attend all required meetings with the multidisciplinary team to discuss people's care and treatment and referral pathways.
- 3.8. Contribute to the development and management of clinical processes, practice guidelines, care maps, and clinical pathways related to client management and care co-ordination.

- 3.9. Be aware of, and act within any legislation and policies which are relevant to people accessing the service and service delivery e.g., Mental Health Act, National Safety & Quality Digital mental Health, Wentworth Healthcare's Clinical Governance Framework and Data Governance Framework.
- 3.10. Escalate all identified risks (including critical incidents) to the IAR Clinical Lead at the earliest opportunity.

4. Safety & Quality

- 4.1. Share accountability for the safety and quality of the service by maintaining a high standard of care and participating and/or contributing to continuous improvement initiatives relevant to the service and service delivery.
- 4.2. Ensure risks are identified and promptly reported with prevention strategies identified and implemented to ensure the safety of individuals using the service.
- 4.3. Ensure all reasonable care for your personal safety and the safety of individuals contacting the service.
- 4.4. Actively participate in safety and quality improvement activities for the service and service delivery, engaging community members, where possible.
- 4.5. Comply with all policies and procedures.
- 4.6. Maintain confidentiality of individuals contacting the service in accordance with relevant privacy, health records legislation, policy and procedure.
- 4.7. Escalate all identified complaints to the IAR Clinical Lead at the earliest opportunity.

5. Professional:

- 5.1. Maintain and develop clinical skills by active participation in peer reviews and ongoing education.
- 5.2. Observe professional body code of conduct, ethics and values.
- 5.3. Be aware of and act within any legislation and policies which are relevant to people accessing the service and service delivery.
- 5.4. Maintain an awareness of local area health service triage policies and procedures.
- 5.5. Make relevant professional contribution to the structure and function of the multi-disciplinary team.
- 5.6. Actively contribute to the growth and development of teamwork, through commitment, communication, accountability, and performance.
- 5.7. Participate in staff development initiatives.
- 5.8. Provide clinical supervision to other staff as applicable.
- 5.9. Review and research current literature.
- 5.10. Develop and deliver educational material as required.
- 5.11. Participation in team meetings and supervision ensuring service standards are met.

6. Administrative:

- 6.1. Ensure adequate record keeping for clinical, administrative, research and evaluation purposes.
- 6.2. Collect data and maintain records deemed necessary for administrative and program purposes.
- 6.3. Participate in relevant team, service policy and administrative meetings to implement policies and procedures where required.
- 6.4. Understand and comply with Equal Employment Opportunity principles and Work Health and Safety Policies.
- 6.5. Undertake other duties as directed by Nepean Blue Mountains Primary Health Network.