

Position Description

Position Title	Intake Worker	
Job ID	JC100064	
Reports to	Team Leader	
Direct reports	No	
Program/ service	Connected Care	
Directorate	Services	
Primary location	Tasmania (North)	Work Arrangement Primarily Onsite
Award & classification	SCHADS Award – Social and Community Services Employee Level 3	
Designated role?	No <i>A designated role limits who can apply — for example, a role open only to Aboriginal and Torres Strait Islander people, or to people with lived or living experience. If yes, contact your P&C rep before proceeding.</i>	
Last reviewed	Sep 2026	

About Wellways

For close to 50 years, Wellways has worked with people, families, friends and carers to create an inclusive community where everyone can imagine and achieve their hopes and potential.

Founded by families advocating for better mental health support, lived and living experience remains at the heart of everything we do. Today, Wellways is one of Australia's leading mental health, wellbeing, carer and disability services organisations, supporting people of all ages experiencing mental health challenges or barriers to their physical, social and emotional wellbeing.

We work alongside people in their recovery journey, recognising that every person is the expert in their own life. Our approach focuses on strengths, aspirations and opportunities for connection, supporting people to build the life they want and participate fully in their community.

Our teams bring together lived and living experience, peer support, psychosocial and clinical expertise. We value each perspective equally, recognising that meaningful support is created when different forms of knowledge and experience work together with the person at the centre.

Beyond delivering services, we work to strengthen communities and drive positive change through advocacy, partnerships and system reform. Guided by our values of honesty, acceptance, fairness, commitment and participation, we connect people, strengthen families and transform communities. To learn more, visit www.wellways.org.

About Program/ Service

Connected Care is a statewide, integrated mental health service delivered by Wellways in partnership with Stride Mental Health and Clarity Health Care and commissioned by Primary Health Tasmania (PHT). Operating a 'no wrong door' approach and based on stepped care principles, the service supports adults aged 18 years and over to access mental health care and support at no cost. A centralised statewide after-hours service provides additional access to support outside core service hours.

A multidisciplinary team brings together clinical, psychosocial and peer expertise and, through proactive care coordination, outreach and flexible delivery approaches, supports equitable access and provides seamless, holistic care. People are supported to access the right level of care at the right time and move between levels of support as their needs change, without unnecessary interruption supporting recovery, wellbeing, continuity of care and positive outcomes.

The service works in partnership with participants, families and service providers to create coordinated pathways across health and community services.

Connected Care is person-centred, recovery-oriented and stepped-care based, using the Initial Assessment and Referral Decision Support Tool (IAR-DST). It connects people to the wider service system to support their mental, social, physical and emotional goals

About the Role

The Intake Worker provides a welcoming, responsive and person-centred first point of contact for people accessing Connected Care, supporting a 'no wrong door' approach to mental health care. The role undertakes intake, screening and assessment, including use of the Initial Assessment and Referral Decision Support Tool (IAR-DST), to understand participant needs, identify appropriate levels of care and support timely access to services.

Working collaboratively with participants, families, carers, referrers and the multidisciplinary Connected Care team, the Intake Worker supports informed choice and facilitates appropriate referrals, warm connections and coordinated transitions within Connected Care and the broader service system.

This is a predominantly office-based role, requiring regular travel throughout the region to engage with participants and undertake intake and assessment activities as required.

Key Responsibilities

Role-specific Responsibilities:

- Provide a welcoming, responsive and person-centred first point of contact for people accessing Connected Care, supporting a 'no wrong door' approach to mental health care.
- Undertake intake, screening and assessment processes to understand each participant's presenting needs, circumstances, strengths, goals and preferences, using the Initial Assessment and Referral Decision Support Tool (IAR-DST) and other relevant screening and

assessment processes to support consistent decision-making and identify the appropriate level and type of care.

- Support participants to understand available care and support options and actively participate in decisions about their care, promoting informed choice, autonomy and self-determination.
- Determine service eligibility and facilitate timely and appropriate pathways into Connected Care or other health, community and specialist services according to participant needs, including warm referrals and coordinated transitions, ensuring relevant information is communicated appropriately and participants understand the next steps in their care.
- Identify potential risks, safety concerns and changes in participant wellbeing during the intake process and respond within the scope of the Intake Worker role, seeking consultation and escalating clinical, safety or other concerns in accordance with organisational procedures and Connected Care escalation pathways.
- Work collaboratively with participants, families and carers, where appropriate and with consent, to support holistic understanding of participant needs and coordinated care.
- Collaborate effectively with peer workers, psychosocial staff, allied health professionals, clinicians and partner organisations within the multidisciplinary Connected Care team to support holistic, person-led and coordinated outcomes, including communicating relevant participant information to support appropriate and timely allocation.
- Develop and maintain effective relationships with referrers, GPs, health services, community organisations and other service providers to support accessible and coordinated referral pathways.
- Maintain accurate, timely and comprehensive intake, assessment, referral and participant records in accordance with organisational policies, privacy requirements and program requirements.
- Contribute to continuous improvement of intake, referral and service navigation processes, including identifying barriers to access and opportunities to improve the participant experience.

Practice Responsibilities:

The following practice responsibilities apply to all practice-based roles at Wellways and describe the expected approach to working with participants, families, carers and communities.

Practice approach	- Deliver person-led practice in accordance with Wellways' Practice Principles and relevant Practice Frameworks. - Apply recovery-oriented, trauma-informed, strengths-based and evidence-informed approaches that respond to participants' strengths, needs, preferences, goals and aspirations.
Partnership and participation	- Work in partnership with participants, families and carers to promote choice, self-determination, social inclusion and community participation. - Support participants, families and carers to contribute to the design, delivery, review and improvement of services through co-production and shared decision-making.

Cultural safety	- Deliver culturally safe, responsive and inclusive practice that respects and values the identities, cultures, experiences and aspirations of participants, families and communities.
Lived and living experience	- Value and integrate lived and living experience knowledge and participant perspectives to inform practice, decision-making and service improvement.
Reflective practice	- Participate actively in reflective practice through activities such as discipline-specific supervision (where relevant), Communities of Practice and continuous learning. - Engage in critical reflection to strengthen self-awareness, practice and outcomes.
Participant safety	- Recognise, respond to, manage and appropriately escalate risks relating to participant safety, wellbeing and safeguarding, in accordance with role scope, organisational policies and relevant legislation. - Support participant safety while balancing duty of care with dignity of risk, choice, self-determination and human rights principles.

General Responsibilities:

The following responsibilities apply to all Wellways employees.

Conduct and compliance	- Act in accordance with the Wellways Code of Conduct (Working Together) and all relevant organisational policies and procedures.
Work health, safety and risk	- Take reasonable care for the health and safety of yourself and others, and report incidents, hazards and near misses promptly in accordance with Wellways Work Health and Safety policies and procedures. - Identify and manage risks within the scope of the role, escalating them where required, in accordance with Wellways policies and procedures, to support safe and effective service delivery.
Child safety	- Uphold the safety, rights and wellbeing of all children, promote a culture of child safety with zero tolerance for abuse and neglect, and follow Wellways' child safety reporting requirements and obligations.
Privacy and confidentiality	- Maintain the privacy and confidentiality of personal and health information and manage records in line with Wellways policies.
Inclusion and cultural safety	- Contribute to a safe, respectful and inclusive workplace, free from discrimination, bullying, sexual harassment and victimisation, and speak up about poor behaviour or concerns. - Work in a culturally safe and responsive way with Aboriginal and Torres Strait Islander People and people from diverse backgrounds.
Lived experience	- Support Wellways' commitment to the meaningful inclusion of lived experience by incorporating lived experience perspectives into work and decision-making, where appropriate to the role.
Quality and improvement	- Contribute to continuous quality improvement, including participation in reviews, audits and service development. - Seek and act on complaints and feedback to improve services.
Working with others	- Work collaboratively with colleagues to achieve shared organisational outcomes, contributing to a positive, inclusive and high performing culture. - Build and maintain effective, respectful professional relationships with internal and external stakeholders relevant to the role.
Professional development	- Engage actively in supervision, professional development and learning. - Complete all mandatory and role-related training, including refreshers, within required timeframes.
Other duties	- Manage and plan own work to meet individual goals and outcomes.

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| - Undertake other reasonable duties as directed. |
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Key Selection Criteria

Qualifications, Experience and Skills

Essential:

- Relevant qualification in Mental Health, Community Services, Human Services, Social Work or a related discipline at Certificate IV level, and/or demonstrated relevant experience in mental health, intake, assessment, service navigation or community-based services.
- Demonstrated experience undertaking intake, screening and/or assessment processes and identifying appropriate service or referral pathways based on individual needs.
- Demonstrated understanding of recovery-oriented, trauma-informed, person-centred and strengths-based approaches to mental health and wellbeing.
- Understanding of stepped-care approaches and the ability to support people to access the appropriate level of care according to their needs.
- Demonstrated ability to identify and appropriately respond to participant safety, wellbeing and risk concerns, including seeking consultation and escalating concerns within role scope.
- Strong interpersonal and communication skills, with the ability to engage respectfully and effectively with people experiencing mental health challenges, distress and diverse psychosocial circumstances.
- Demonstrated ability to communicate information clearly, support informed choice and involve participants meaningfully in decisions about their care and support.
- Demonstrated ability to work collaboratively with peer, clinical and psychosocial colleagues within a multidisciplinary environment to support holistic and coordinated participant outcomes.
- Demonstrated ability to build and maintain effective professional relationships with referrers, community organisations, health services and other internal and external stakeholders.
- Strong organisational skills and ability to manage competing priorities while maintaining accurate, timely and appropriate participant documentation.
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- Willingness and ability to travel regularly throughout the region to engage with participants and undertake intake and assessment activities as required.

Desirable

- Experience using the Initial Assessment and Referral Decision Support Tool (IAR-DST)
- Understanding of mental health, community, primary health and social services across Tasmania.
- Experience working within an integrated or multidisciplinary mental health service.

Compliance Checks

This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:

- Right to work in Australia
- 100 points of ID
- Valid Driver Licence

- Satisfactory National Police Record Check
- International Police Check (if applicable)
- Current Working with Children Check
- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module Certificate – Quality Safety and You

Our Commitments

Wellways is committed to reconciliation and acknowledges Aboriginal and Torres Strait Islander People as the Traditional Owners and Custodians of the land on which we live, work and play. We pay respect to their Elders past and present.

We are [committed to child safety](#), inclusive communities, workplaces, policies and services for people of all backgrounds and lived experiences, genders, sexualities, cultures, bodies and abilities.

Wellways is committed to prioritising the health and safety of employees and ensuring that all work is carried out in a safe and responsible manner. We will take all reasonably practicable measures to identify, eliminate or minimise risks to health and safety, including psychosocial risks, in our workplaces. Beyond minimising harm, we are committed to fostering a positive environment where people feel supported and able to thrive. Our commitment extends to protecting the wellbeing of all people in our workplaces, including service users, their families and the wider community.

Position Description Statement

This position description outlines the purpose, scope and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

By signing your employment agreement, you acknowledge that you have read and understood this position description.