



# Position Description

## Mental Health Intake Clinician And Counsellor - Footscray

Version: V3: 2020

## Position description

<b>Employee Name</b>	
<b>Position Title</b>	Mental Health Clinician – Intake and Phone Counselling <input type="checkbox"/> Cert IV MH/AOD <input type="checkbox"/> Dip MH/AOD <input type="checkbox"/> MHSW <input type="checkbox"/> MHOT <input type="checkbox"/> Cred MH Nurse <input type="checkbox"/> Psychologist <input type="checkbox"/> Clin Psychologist <input type="checkbox"/> Other:
<b>Position FTE:</b>	Permanent P/T or F/T (flexible)
<b>Portfolio Stream:</b>	Service Delivery – Intake, Allocations, Triage and Phone Counselling
<b>Program Streams</b>	<input type="checkbox"/> Intake & Allocations <input type="checkbox"/> Wait list management <input type="checkbox"/> Telephone counselling
<b>PHN Region</b>	<input type="checkbox"/> Murray PHN Region <input type="checkbox"/> Western Victoria PHN Region <input type="checkbox"/> Central & Eastern Sydney PHN Region
<b>Site Location/s</b>	APMHA Footscray Office - TBC
<b>Employer</b>	APMHA HealthCare Ltd
<b>Direct reporting Relationships</b>	Clinical: General Manager, Service Delivery Contract / HR: General Manager, Business Operations

## Organisation description

APMHA HealthCare Ltd (APMHA) was established as a Not For Profit company in July 2019 and has evolved from the Victorian Primary Mental Health Alliance Pty Ltd. The change to a Not For Profit entity better

reflected the values and benevolent focus of APMHAs mental health programs for under-served, priority populations.

APMHA provides intake, triage, allocations and clinical mental health services for a variety of funders through nominated program streams across Australia. Our focus primarily evolves around primary mental health care.

Our funders include Primary Health Networks, State Government, NDIA, MBS and others. Our partners and clients include government, community health services, PHNs, private mental health practitioners, community and private sector organisations and various peak bodies.

APMHA is governed by a Senior Leadership Team, an Executive Team and a Board of Management.

APMHA has three critical Board Committees which provide an avenue for input and advice by the senior leadership team into strategy and business development. These committees include:

- Executive and Leadership Committee
- Clinical Governance Committee
- Finance, risk and audit Committee

### **The APMHA HealthCare Model:**

APMHA offers employed, secondment and sub-contract arrangements for clinical and non-clinical workforce it engages to ensure a national footprint of highly qualified mental health professionals. APMHA HealthCare has developed a Service Delivery Framework to reflect a Stepped Mental Health Model of care which sets out the strategic direction of the Company, the funding it has been awarded and the partnerships it has forged.

APMHA has developed relationships with providers who focus on health promotion through to acute services, to ensure the mental health stepped care is realised and clients are linked and transitioned within a seamless system and minimisation of duplication of service delivery.

### **About stepped mental health care:**

- A stepped care approach to mental health promotes person centred care which targets the needs of the individual. It recognises that the individual's needs may change at any time and allows for flexibility for people to move across service levels to support their recovery.
- In a stepped care approach, a person presenting for support, is matched to the intervention level that most suits their current need. An individual does not generally have to start at the lowest, least intensive level of intervention in order to progress to the next 'step'. Rather, they enter the system and have their service level aligned to their needs.
- Clients receive care commensurate to need, this being determined by the health professional in consultation with the client and the client's GP.

The key features of the APMHA service delivery framework are:

- Timely response to referrals and allocation to an appropriately skilled and located provider
- Provision of evidence based therapeutic interventions for severity / acuity step type and presentation
- Allocation of service sessions commensurate to need (acuity / complexity - risk stratification)
- Collaboration and partnership with general practice
- Integrated care approach focusing on the clients trajectory for recovery
- Transition of clients up / down stepped mental continuum seamlessly and supported

**IN OUR WORK WE VALUE:**

- Lived Experience
- Collaborative Leadership
- Community
- Integrity
- Respect
- Innovation through passion

**VISION**

An accessible primary mental health service working in collaboration to support people with a mental illness to reclaim wellbeing and live a contributing life.

We will achieve our Vision through a commitment to embrace and live our Values.



**People with lived experience**  
 People with lived experience are the heart and soul of our Company. They are the reason we are here and we are honored to walk alongside them.

**Collaborative Leadership**  
 We believe in the power of working together in a collaborative way. Every function and every role is as important as each other.

**Community**  
 We are proud to work closely and be part of all communities we work and live in. We embrace and welcome all cultures, diversity and individuality.

**Integrity**  
 We do what is right. We are honest and ethical, worthy of trust of others. It is the price of entry to our Company and will guide our decision making.

**Innovation through passion**  
 Passion and creative thinking inspires innovation in our service delivery. We seek and value team input into service improvement which provides meaningful benefits to our clients.

**Respect**  
 Respect guides the way we operate at all levels, with clients, partners, funders, stakeholders, the community and our staff.

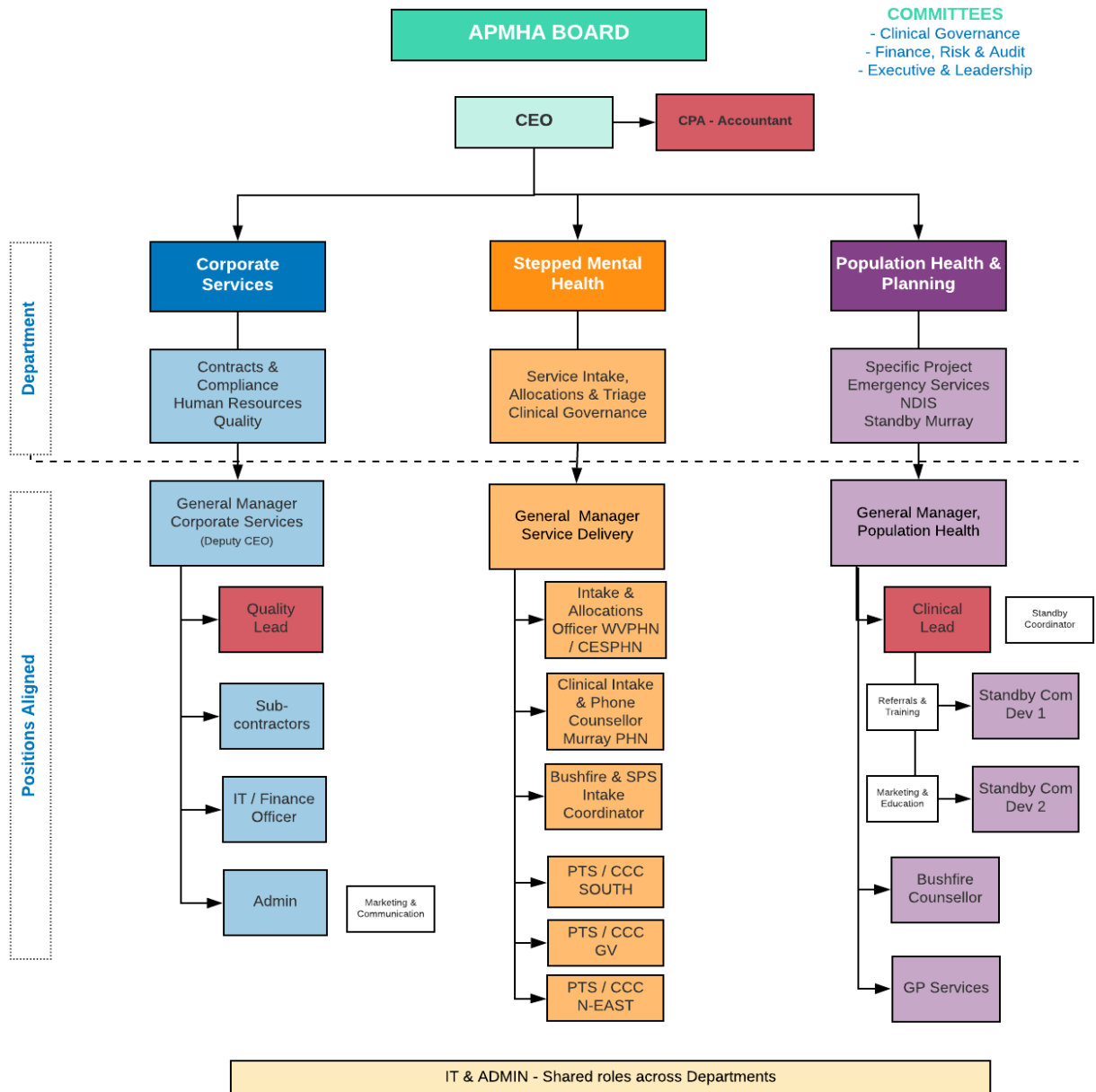
At APMHA we don't just value diversity we celebrate it. We are committed to providing an inclusive working environment that embraces all individuals.

Our Vision is to be the leading primary mental health service across Australia. We will achieve this through a commitment to embrace and live our Values

**MISSION**

To lead primary mental health care through the delivery of accessible, high quality services in partnership with the client, supporting their mental health, wellbeing and facilitated recovery.

Company website: [www.apmha.com.au](http://www.apmha.com.au)



## Position purpose and context

<p><b>Position purpose</b></p>	<p>To coordinate client referrals, conduct intake and facilitate allocation of referrals to APMHA clinicians, from various funding sources and program.</p> <p>Provide phone counselling to identified clients.</p> <p>Provide wait list management for clients “on hold” whilst session allocations can be released through funding.</p>
<p><b>Key outcomes</b></p>	<p>The key outcomes this position is expected to implement under contracted programs are:</p> <ul style="list-style-type: none"> <li>• Timely allocations of referrals according to guidelines and best practice.</li> <li>• Provision of waitlist support and telephone counselling</li> <li>• Play an active and constructive role in the broader APMHA team, working together to achieve the operational objectives of the organisation.</li> <li>• Work collaboratively with APMHA providers to ensure they meet KPIs and reporting requirements.</li> <li>• Maintain all database aligned to each funding stream and program.</li> </ul>
<p><b>Working relationships</b></p>	<p><b>Internal contacts</b></p> <p>This position works closely and collaboratively with APMHA:</p> <ul style="list-style-type: none"> <li>• APMHA General Managers and Leadership Team</li> <li>• APMHA external clinicians and sub-contractors.</li> <li>• APMHA Intake and Allocations Team</li> <li>• APMHA Finance and IT Team</li> </ul> <p><b>External contacts</b></p> <p>It is expected that this position will have direct contact with:</p> <ul style="list-style-type: none"> <li>• General Practitioners</li> <li>• State funded services (Mental Health, DHHS, Family First, Housing etc)</li> <li>• Federal funded services (MBS / NDIS)</li> <li>• Community health services (General counselling, AOD)</li> <li>• Disaster recovery services</li> <li>• Primary Health Networks</li> <li>• Consumers and carers</li> <li>• Others as required</li> </ul>

## Key Responsibilities:

<b>Client referrals:</b>	<ul style="list-style-type: none"> <li>• Coordinate referrals received, and provide triage and allocation in a timely manner according to program guidelines</li> <li>• Provide telephone counselling and waitlist support to identified clients</li> <li>• Receive and process NDIS enquiries and enter enquiry data into Fixus: <ul style="list-style-type: none"> <li>○ Client information</li> <li>○ NDIS plan summary information.</li> </ul> </li> <li>• Allocate referred clients as outlined in the PHN and NDIS service delivery manuals</li> <li>• Facilitate a warm referral for non-eligible NDIS enquiries, including <ul style="list-style-type: none"> <li>○ NDIS: Identify referral agency using NDIS referral database (on Insightly or Fixus)</li> <li>○ Record referral on details in Fixus</li> </ul> </li> </ul>
<b>Clinical and data records management</b>	<ul style="list-style-type: none"> <li>• Maintain and complete data entry into PHN’s and APMHAs CRM</li> <li>• Data entry into APMHA excel spreadsheet/s to track referrals.</li> <li>• Ensure client progress documents and care plans are updated and uploaded in APMHA clinical CRM – Fixus in a timely manner.</li> <li>• Maintain PHN and NDIS referral databases</li> <li>• Assist in demand management by maintaining MH accrual reports and provider 61+ non-active reports.</li> <li>• Maintain APMHA Insightly CRM</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Contribute to internal or external publications, eNews and circulars to stakeholders and providers</li> <li>• Participate in the any Company meetings relating to PHN, NDIS or other Company business</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Assist with compliance as directed with contractual obligations and deliverables as contained in the various approved funding contracts and program guidelines</li> <li>• Contribute towards the APMHA overall strategic direction, including the implementation of the organisations values and mission statement</li> <li>• Inform APMHA’s NDIS program planning, implementation and review</li> <li>• Respect the confidentiality of clients and general practice in line with the organisation’s policies, procedures and the Privacy Act.</li> <li>• Comply with the organisation’s policies and procedures.</li> <li>• Participate in the organisation’s Accreditation requirements.</li> </ul>

## Key qualifications and experience

<b>Required qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Tertiary, Certificate IV or Diploma level MH / AOD / Community Services clinician</li> <li>• Experience in mental health intake</li> <li>• Knowledge of and experience in working with mental health clients</li> <li>• Proficiency in completing MSE, clinical risk assessments and a high level of competency in working with consumers with a range of mental health issues and varying complexities.</li> <li>• Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills.</li> <li>• Demonstrate a friendly, proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism.</li> <li>• Represent APMHA HealthCare Ltd to a high standard at all times.</li> <li>• Ability to work independently and within part of a team.</li> <li>• Good working knowledge of MS Office and excel and document management experience, including experience in client management CRM usage and proven extensive experience establishing and maintaining appropriate and accurate case management records.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Understanding of mental health within a primary care, NDIS and/or community health care setting.</li> </ul>
<b>Pre-requisites</b>	<ul style="list-style-type: none"> <li>• Certification of qualifications</li> <li>• Evidence of Right to Work in Australia</li> <li>• Current relevant State or Territory drivers licence and access to a comprehensively insured motor vehicle</li> <li>• Hold a current Victorian Working with Children Check.</li> <li>• Hold a current National Police Check (within 3 years)</li> <li>• Mandatory APMHA induction and NDIS training (including NDIS Worker Orientation Module training).</li> </ul>
<b>Special conditions</b>	<ul style="list-style-type: none"> <li>• Mandatory APMHA induction and NDIS training (including NDIS Worker Orientation Module training).</li> <li>• Some out of hours work on weekends or evenings may be required, for example, attendance at agreed forums or meetings, for which time off in lieu may be taken.</li> </ul>
<b>Workplace health and safety</b>	<ul style="list-style-type: none"> <li>• Adhere to organisation policies and procedures relating to Workplace Health and Safety and at all times, take responsibility for own and colleagues wellbeing.</li> </ul>



## Scope of Authority

Direct employees to start or cease work	Not authorised
Recruit/terminate employees	Not authorised
Appoint contracts	Not authorised
Approve expenditure	Not authorised
Media contact	Not authorised
Other	Not authorised

## Authorisation and management

Line manager:		Date:	
Review date:	Annual review	Date:	
Signed:		Date:	
Document approver:	APMHA CEO		
Signed:		Date:	

## Acceptance/ agreement

I declare that I have read, understand and will abide by the above position description.

**Name:** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_