

## Position Description

<b>Position Title:</b>	Support and Connect Team - Intake Clinician
<b>EBA / Award:</b>	Non Award Contract
<b>Classification:</b>	Non Award Contract
<b>Partner Employer</b>	APMHA HealthCare Ltd
<b>Reports to:</b>	Support & Connect Team Leader
<b>Location:</b>	Primary location - Greater Shepparton Shire Outreach - Strathbogie & Moira Shires
<b>Last updated:</b>	22 <sup>nd</sup> December 2023

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In Greater Shepparton Strathbogie - Moira (GSSM), Wellways, APMHA Healthcare and GV Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

## Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally

aware and safe services for First Nations Community Members. Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



### Community

The Mental Health and Wellbeing Local Services will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it reflects, responds and is accountable to the local community it supports.

### Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

### Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.

## Team

This role makes up part of the Support and Connect Team and is a crucial part of the Victorian mental health reform work that APMHA Healthcare Ltd (APMHA) and its partners are undertaking. This role will be part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing (Local) network across Victoria.

In conjunction with other Support and Connect Team members, including the Team Leader, Peer/Wellbeing Navigators, and a Psychosocial Worker, the Intake Clinician will ensure a warm introduction to the service, with a seamless and coordinated approach for clients accessing the Local and broader, appropriate services. An initial assessment of participant needs will occur at point of entry into the Local.

## Role Purpose

The Support and Connect Intake Clinician, employed by APMHA, will provide an initial assessment of the Local participants needs, using the Initial Assessment and Referral (IAR) Tool and relevant Outcome Measure. The Support and Connect Team will be integral as the first point of contact for many Local participants and will be a warm and welcoming space for those wishing to access the service.

The Intake Clinicians assessment outcome will identify participant needs and guide service delivery to ensure care and support is commensurate to need, whilst identifying relevant risk level and coordinating support appropriately, whilst working closely with and across the Support and Connect and Towards Change Teams.

The role will:

- Review and support new participants as they are referred into/access the Local.
- Provide an assessment of need and risk assessment for all participants at point of entry.
- Work with Peer Navigators to support participant linkages, within the Local and within broader community services, as required.
- Work closely with other Local staff, including the Towards Change Team and services external to the Local, in ensuring participants receive appropriate support.

## How you will make a difference

The Support and Connect Team will play a vital role in ensuring participants, carers, and their families receive valuable and supportive mental health care at point of need. The role will help ensure Local participants are welcomed into the service, and guided towards recovery, through an evidence based and warmly supported, integrated team process.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

## Key areas of accountability

Area	Deliverable
General	<ul style="list-style-type: none"> <li>• Work as part of the Greater Shepparton Strathbogie - Moira (GSSM) Support and Connect Team.</li> <li>• Work in partnership with participants and carers ensuring participant engagement with the range of health and social care services they need, as well as access local social and community activities.</li> <li>• Collaborate with clinical partners to create safety assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk/s to the Support and Connect Team Leader.</li> <li>• Ensure a welcoming, “no wrong door” approach to intake whilst ensuring safety is created for participants accessing the Local.</li> <li>• Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participants health, wellbeing, disability supports and other needs.</li> <li>• Provide a comprehensive assessment of need for all participants, including their mental health needs, timely linking them in with appropriate Local Support and Connect Team and local external services to support recovery.</li> </ul>
Promote continuous improvements	<ul style="list-style-type: none"> <li>• Contribute to the development and evaluation activities of the program, ensuring they are evidence-based, driven by lived experience and tailored to meet the needs of the local community.</li> <li>• Ensure entry and collection of program data in line with Local Guidelines.</li> <li>• Ensure comprehensive intake and clinical note recording, via the designated Client Information Management Systems (CiMs).</li> <li>• Ensure all services are delivered according to the Locals policies, procedures, and applicable legislative, accreditation standards and service level agreements.</li> <li>• Ensure the Support and Connect Team Intake functions are delivered with a continuous quality improvement lens applied.</li> </ul>

Area	Description
	<ul style="list-style-type: none"> <li>• Ensure participant complaints/issues are promptly addressed and escalated to the Support and Connect Team Leader.</li> <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>

## Key Requirements

Qualification	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Diploma or Tertiary qualifications in a relevant field (mental health / AOD).</li> <li>• Experience working in the mental health &amp;/or AOD sectors (<b>minimum 2 years</b>).</li> <li>• Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills.</li> <li>• Demonstrate a friendly, proactive approach and ability to work with competing demands and balance priorities with efficiency and professionalism.</li> <li>• Ability to work effectively independently and within a team.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in working in previous Intake roles (mental health / AOD).</li> <li>• Experience working with vulnerable/priority populations in a mental health setting.</li> <li>• A good understanding of Federal, State and Local mental health policy and reform.</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Good working knowledge of MS Office Suite</li> <li>• Experience in using a Client Information Management Systems (CiMs) and Customer Relationship Management Systems (CRM)</li> <li>• Proven extensive experience establishing and maintaining appropriate health records.</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• Certification of qualifications</li> <li>• National Police Check</li> <li>• International Police (if required)</li> <li>• Current Working with Children Check- employment</li> <li>• Evidence of right to work in Australia</li> </ul>

	<ul style="list-style-type: none"> <li>• NDIS Workers Screening Check</li> <li>• NDIS Workers Orientation Modules – free online course</li> <li>• Current Victorian drivers license.</li> </ul>
Other - desirable	<ul style="list-style-type: none"> <li>• Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and who identify as LGBTIQ+ are encouraged to apply.</li> </ul>

## Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> <li>• We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us.</li> <li>• We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>• We will commit to a compassionate approach and understanding leading with curiosity.</li> </ul>
Respectful Collaboration	<ul style="list-style-type: none"> <li>• We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.</li> </ul>
Quality and Safety	<ul style="list-style-type: none"> <li>• Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants.</li> <li>• Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues.</li> <li>• Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace.</li> <li>• Comply with all Policies and Procedures</li> <li>• Maintain confidentiality as per Greater Shepparton Strathbogie - Moira Mental Health Local policies and</li> </ul>

	<p>procedures and in accordance with relevant privacy and health records legislation.</p> <ul style="list-style-type: none"> <li>• Actively involve participants and/or carers in quality and safety improvement activities.</li> <li>• Maintain up-to-date immunisation status related to own health care worker category.</li> <li>• Ensure that the principles of general and participant manual handling are adhered to.</li> </ul>
People & Culture	<ul style="list-style-type: none"> <li>• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li> <li>• Actively participate in relevant professional development.</li> <li>• Display high levels of professional behaviour at all time</li> </ul>
Equality and Equity	<ul style="list-style-type: none"> <li>• We will strive for equality and equity in our approach to partnership and the community we serve.</li> <li>• We aim to break down the barriers of power and privilege recognising we come together toward a common goal.</li> </ul>
Honesty and Courage	<ul style="list-style-type: none"> <li>• We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these.</li> <li>• We lean into difficult conversations realising this is when there is the greatest opportunity to learn.</li> </ul>
Excellence and Appreciation	<ul style="list-style-type: none"> <li>• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.</li> </ul>
Commitment to reconciliation	<ul style="list-style-type: none"> <li>• Demonstrates commitment to reconciliation.</li> <li>• Work towards creating culturally aware and safe services for First Nations Community Members.</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

### Acceptance/ agreement

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

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

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

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

### Authorisation

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

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

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