



## INTAKE & REFERRAL COORDINATOR

### Position Description

September 2018

<b>Reports to:</b>	Manager Client Services
<b>Hours:</b>	Full time
<b>Status:</b>	Permanent
<b>Salary and Award:</b>	SCHADS Awards, Level 3 Pay point to commensurate with Experience Multicultural Care provides generous salary packaging options.

#### Organisation Overview:

Multicultural Care (MC) is a not-for-profit, secular, community organisation, specialising in home and community-based support services for older people, people with disability, and carers, from culturally and linguistically diverse (CALD) backgrounds.

We provide a range of services and supports across Sydney's Inner West, South West and South East, with a growing client base in Northern and Western Sydney. Our services include:

- Home Care Packages
- Short Term Restorative Care Packages
- Commonwealth Home Support Program services
  - Respite (in-home, community, and centre based)
  - Domestic Assistance
  - Transport
  - Personal Care
  - Occupational Therapy
- Veterans Home Care (VHC)
- ComPacks provider panel
- NDIS Supports
- Art Therapy Sessions for older people
- Multicultural Weavers Project – one-on-one peer support for carers

All of our services are aimed at:



- Assisting people to remain living at home as independently as possible for as long as possible
- Providing clients/participants with choice and flexibility in the way that care and support is provided
- Enabling carers to maintain their caring relationships by providing respite, access to information and other support.

MC consumers and participants are from many diverse cultures and social backgrounds and we ensure they are treated with respect and that their privacy, health, wellbeing, and cultural/linguistic needs are primary considerations.

MC receives funding from the Australian Government Department of Health, Australian Government Department of Social Services, Department of Veterans Affairs, and NSW Department of Family and Community Services.

### **Role Description/Purpose**

The Intake & Referral Coordinator is the first point of contact for incoming inquiries and referrals. The purpose of the role is to efficiently and sensitively handle all incoming referrals and enquiries, provide customer information on MC's services and the intake process, accurately complete referral/intake records, and ensure that the referral/enquiry is promptly forwarded to the appropriate person for further action. This is a crucial customer service role involving excellent interpersonal and communication skills as well as a thorough understanding of the needs of our client group and MC's services.

At all times, MC staff are expected to work in-line with the funding bodies' requirements, relevant government guidelines, legislation, WHS requirements, and MC's philosophy, mission, policies and procedures.

### **Key Relationships:**

- Reporting to Manager Client Services
- Liaising with:
  - Program Managers
  - Care Coordinators
  - External referring agencies
  - Prospective clients/participants

### **Key Result Areas:**

#### Intake and Referral

1. Efficiently and sensitively handle incoming referrals and enquiries.

#### Quality improvement and compliance

2. Participate in professional development opportunities. Contribute to planning and improvement activities and ensure compliance with regulatory and other requirements.

### Values and Conduct

3. Positively and constructively represent Multicultural Care in all opportunities, role modeling the Code of Conduct and actively supporting the mission, vision and values.

<b>KRA 1: Intake &amp; Referral</b>	<b>Key Activities</b>	<b>Measures</b>
Efficiently and sensitively handle incoming referrals and enquiries	<ul style="list-style-type: none"> <li>• Receive incoming referrals and enquiries through a number of channels:               <ul style="list-style-type: none"> <li>○ My Aged Care portal</li> <li>○ Direct telephone calls or email enquiries from prospective clients/participants and/or family members</li> <li>○ Direct telephone calls or email enquiries from referring agencies</li> </ul> </li> <li>• Communicate patiently and sensitively with prospective clients and family members to gather sufficient relevant information for the purposes of intake and referral</li> <li>• Where required assist prospective clients to access an interpreter and work with interpreters as needed.</li> <li>• Provide information and determine referral eligibility following defined guidelines and processes.</li> <li>• Follow correct intake/referral procedures depending on the source and nature of the referral.</li> <li>• Confirm acceptance of referrals from RAS and ACATS through My Aged Care.</li> <li>• Assist prospective CHSP clients to access services through My Aged Care.</li> <li>• Complete standardised intake forms in consultation with the prospective client and/or their family member(s) and referring agency where applicable.</li> <li>• Enter potential clients/participants into MC's TCM database.</li> <li>• Promptly forward referrals/enquiries to the relevant Program Manager and/or Care Coordinator</li> <li>• Liaise with case managers and prospective</li> </ul>	<ul style="list-style-type: none"> <li>▪ Telephone calls answered within 3 rings.</li> <li>▪ 100% of referrals actioned promptly (within the same day of being received by MC)</li> <li>▪ 100% of Intake forms correctly completed within 48 hours</li> <li>▪ 100% of referrals forwarded to correct person within 48 hours</li> <li>▪ TCM data entry of a high calibre</li> <li>▪ Feedback from internal and external stakeholders indicates high standard of customer service, communication and efficiency.</li> <li>▪ Strict adherence to confidentiality.</li> </ul>



	<p>clients/participants to arrange initial assessments and reassessments and confirm booked assessments.</p> <ul style="list-style-type: none"> <li>• Work with the Business Development Manager to provide prospective clients/participants and referring agencies with relevant service information to enable them to make informed choices/referrals.</li> </ul>	
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<b>KRA 2: Quality Improvement and Compliance</b>	<b>Key Activities</b>	<b>Measures</b>
Participate in professional development opportunities. Contribute to planning and improvement activities and ensure compliance with regulatory and other requirements.	<ul style="list-style-type: none"> <li>▪ Participate in internal meetings and events as required.</li> <li>▪ Take responsibility for own professional development and actively participate in training to strengthen relevant skills.</li> <li>▪ Participate in evaluation, risk and compliance management, and quality improvement as required.</li> <li>▪ Handle and/or escalate client complaints, incident reports and feedback in line with policies and procedures</li> <li>▪ Participate in the development and application of service policies and procedures when required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of professional development</li> <li>▪ 100% of compliance and quality reporting completed in line with policies and procedures</li> <li>▪ 100% of complaints handled in line with policies and procedures</li> <li>▪ 100% of incidents handled in line with policies and procedures</li> </ul>

<b>KRA 3: Values and Conduct</b>	<b>Key Activities</b>	<b>Measures</b>
Positively and constructively represent Multicultural Care in all opportunities, role modeling the Code of Conduct and actively supporting the mission, vision and values	<ul style="list-style-type: none"> <li>▪ Ensure your area of work effectively and actively supports Multicultural Care's mission, vision and values</li> <li>▪ Positively and constructively represent Multicultural Care to all external contacts at all opportunities</li> <li>▪ Commit and contribute to Multicultural Care's customer focused culture.</li> <li>▪ Contribute to a workplace free of discrimination, harassment and bullying behaviour.</li> <li>▪ Operate as a team member to achieve team and Multicultural Care's goals.</li> <li>▪ Take action to prevent damage to the health</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive communication, attitude and professionalism in all relationships</li> <li>▪ Positive feedback from colleagues/team members</li> <li>▪ Performance review</li> <li>▪ Positive client feedback</li> </ul>



	<p>and safety of self, other people and/or property.</p> <ul style="list-style-type: none"><li>▪ Maintain confidentiality of personal, private or sensitive information at all times</li><li>▪ Ethically and respectfully build and maintain effective working relationships</li><li>▪ Adhere to and role model Multicultural Care's Code of Conduct</li></ul>	
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## **Skills, Experience and Competencies**

### ***Essential***

- Minimum Certificate IV in Aged Care or other relevant field
- Experience in the aged care or disability sectors, preferably in a coordination or case management role
- A genuine commitment to providing high quality, person-centred services and to the values and philosophies of Multicultural Care
- Demonstrated understanding of the needs of older people and people with disability from CALD backgrounds and their carers
- Excellent communication and customer service skills
- Ability to work sensitively with people from all cultures and backgrounds
- Effective time management and ability to manage competing priorities
- Strong administrative and information technology skills (Microsoft suite, government online portals, internal electronic client records)
- Ability to handle confidential information professionally and ethically
- Demonstrated commitment to promoting, and being part of, a cooperative and cohesive team
- Ability to speak relevant second language
- Ability to work flexible hours, including potentially out-of-business hours

### ***Desirable***

- Driver's licence and safe driving record

## **Essential Compliance Requirements**

- Satisfactory National Police Certificate (on commencement of employment) and during ongoing employment - updated NPC required every three years

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

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

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



Signature: \_\_\_\_\_ Date: \_\_\_\_\_