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| **POSITION DESCRIPTION** | |
| **Position Title:** | Officer, Intake and Assessment |
| **Service/Facility/Department:** | Mental Health & Wellbeing |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Leadership team, MHW team and other Anglicare Managers and team members |
| **External:** Clients (and prospective clients), and their families; Government and non-government agencies |

**Position Statement / Overall Purpose**

The overall purpose of the Officer, Intake and Assessment is to provide comprehensive intake and assessment in collaboration with the client, which reflects their choices and preferences, in order to support prospective clients into the most appropriate service stream within Mental Health and Wellbeing Services and/or support prospective clients into external services with other community partners.

The Officer, Intake and Assessment will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Blue Card (Working with Children)
* Diploma in Community Services or similar

**Key Selection Criteria**

* Ability to positively engage with clients in a supportive role and establish goals
* Well-developed interpersonal skills, with the ability to work effectively and sensitively with a range of clients, including those with challenging behaviours, or clients from culturally and linguistically diverse backgrounds.
* Organisation skills, able to prioritise own workload, meet established deadlines, achieve high quality work outcomes and to work effectively as a member of a team
* Demonstrated ability to work within a multi-disciplinary environment and across service boundaries to support clients
* An understanding of contemporary legislation, philosophies and practices including the ability to work in a child-focused and whole-of-family framework
* Ability to use computers and software such as Microsoft Office, including email/internet technology in an everyday work environment.

**Key Accountabilities and Responsibilities**

1. **Accountability: Service delivery**

***Work with clients to provide intake and assessment services***

**Responsibilities:**

* Undertake initial intake assessments with all clients seeking access to the Service via of phone and online, in order to ensure eligibility for service provision and/or warm, supported referral for service provision external to Anglicare in accordance with service policies and guidelines and the Government's "No Wrong Door" policy.
* Maintain active links with internal and external services, to ensure that the client's needs are met.
* advocate for the client's right to direct the nature and goals of services to be provided and the right to be offered choice of a high quality and standard, including internal and external systemic change both
* Work in collaboration with statutory child protection agencies, Probation and Parole and other government and non-government agencies in accordance with service policies and guidelines.
* Conduct client risk assessments and safety planning in accordance with service policies and guidelines.
* Maintain accurate and appropriate records, case notes, session forms, etc in accordance with service policies and guidelines.
* Negotiate appropriate fees with clients in accordance with service policies and guidelines.
* Maintain at a professional level a current awareness and understanding of family relationship issues, and relevant family relationship legislation and literature

1. **Accountability: Continuous improvement, professional development and team work**

***Contribute to a successful and positive working environment***

**Responsibilities:**

* Participate in team meetings, supervision, professional development activities, performance appraisals and training opportunities
* Work collaboratively with other staff on action research, service planning and associated projects as directed
* Identify opportunities to do things better, develop ideas with others and assist with the implementation of routine changes
* Participate actively in staff meetings and share information to improve work environment and outcomes
* Maintain awareness of own skills and skill needs, actively works to address skills gaps
* Develop and maintain a current awareness and understanding of service policy and procedure.
* Prepare for adequately and participate in scheduled individual and group clinical and operational supervision sessions, case conferencing meetings and network meetings
* Demonstrate collegiality, respect and team work within the work environment
* Recognise differences of opinion and work toward the resolution of team conflict.
* Actively assist in the training of volunteer and student counsellors placed with the service

1. **Accountability: Policy, systems and compliance**

***Work within systems and processes to implement the strategic plan, manage legislative compliance***

**Responsibilities:**

* Participate in the development of policy, service models, strategies and evaluation mechanisms to ensure service targets are met in accordance with service policies and guidelines
* Participate in data collection in a timely manner and provide reports and updates as required
* Report on any serious matters or issues concerning clients, client activities or other activities/events that may now or in the future impact on the safety of a client/persons in their care or safety of another person/staff member and/or the reputation of Anglicare.
* Maintain awareness of policies and applies procedures to daily work activities
* Observe professional boundaries and standards
* Contribute to enhancement of quality practices and ensures that own work meets quality requirements

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.