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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 field

**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 relationships with 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
* Work in collaboration with government and non-government agencies
* Conduct client risk assessments and safety planning
* Maintain accurate records, case notes, session forms and other documentation
* Negotiate appropriate fees with clients
* Maintain current awareness and understanding of family relationship issues and legislation

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
* Generate ideas for innovation and enhanced working practices for team and organisational improvement
* Develop and maintain awareness and understanding of service policy and procedure
* Participate in performance appraisal in accordance with service policies and guidelines.
* Develop and maintain awareness and understanding of service policy and procedure
* Prepare for and participate in scheduled individual and group clinical and operational supervision sessions and case conferencing meetings
* 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 manage legislative compliance***

**Responsibilities:**

* Participate in the development of policy, service models, strategies and evaluation mechanisms to ensure quality outcomes and service targets are met
* Report on any serious matters or issues that may now or in the future impact on the safety of a client/persons and/or the reputation of Anglicare
* Participate in data collection and provide reports and updates as required
* Maintain awareness of policies and applies procedures to daily work activities
* Observe professional boundaries and standards

**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.