

Position Description

Position Title:	Intake and Administration Officer – Commonwealth Psychosocial Supports
Classification:	Stream D - Direct Service Delivery, Band 1

Purpose of the Role

The Intake and Administration Officer will process intake, triage, assessment and coordination of referrals received to the Commonwealth Psychosocial Support program and provide administration and data supports related to the program. The position is responsible for stakeholder communication, client record management, data collation and data uploading to funding and governing bodies, and supports team outreach and travel logistics.

Key Relationships

This position reports to the Team Lead Commonwealth Psychosocial Supports and has a close working relationship with the Program Manager Commonwealth Psychosocial Supports and Recovery Coach Advisor. The role maintains effective working relationships with Marathon Health employees, contractors and external relationships with other partner organisations, referrers and program participants.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Maintain the intake and referral system for the program, including triaging of incoming referrals and communication with relevant stakeholders
- Provide data and administrative support for the Commonwealth Psychosocial Support program
- Respond to enquiries from the public and stakeholders
- Participate in responding to Marathon Health centralised intake enquiries
- Complete client assessments to determine program eligibility
- For clients presenting at high risk, ensure immediate care is arranged; and reports are made in accordance with relevant legislation, as well as Marathon Health's policies and procedures
- Check and upload clinical documents, maintaining client file records in compliance to program requirements along with privacy and security policies
- Participate in intake, clinical and team meetings as required
- Develop meeting agendas and take meeting minutes as required
- Organise travel and accommodation bookings for staff as required
- Establish and maintain relationships with key stakeholders
- Maintain and improve reporting and service systems to maximise efficiencies and best practice
- Collate and extract data related to the program activities
- Produce data reports related to the evaluation and operations the program
- Support the collection and reporting of the program minimum data set

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Certificate 4 in Mental Health or equivalent, or demonstrated experience and skills in administration and data collection
- Experience and / or ability to work with systems that support people with mental health concerns
- Demonstrated high level organisation and time management skills.
- Demonstrated high level communication skills and ability to work with clients, carers, and a range of stakeholders.
- Demonstrated ability to work within a multidisciplinary team.
- Strong skills in document management and ability to use a clinical software package for electronic client records.

Desirable

- Experience working within a mental health setting or demonstrated understanding of mental health service provision.
- Experience in an intake or triage role in a health setting.