

Position Description

Position Title:	Clinical Intake Lead
Classification:	Stream D - Direct Service Delivery, Band 3

Purpose of the Role

The Clinical Intake Lead is responsible for the clinical oversight and co-ordination of the Strong Minds Intake and Assessment team performing intake, triage, assessment and coordination of referrals received to the Strong Minds program.

The Clinical Intake Lead will work closely with the Intake and Assessment Team to ensure all clients referred to the program receive efficient and timely access to appropriate clinical services.

Key Relationships

The Clinical Intake Lead reports to the Portfolio Manager – Mental Health and has a close working relationship with the Strong Minds Clinical Lead, Senior program support and Strong Minds Team lead. They maintain effective working relationships with other staff employed within Marathon Health and the Strong Minds program. They liaise with GPs and sub-contractors; and as necessary with other service providers, community organisations, or individuals who have an interest in Marathon Health

Position Responsibilities

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

- Oversee intake systems, clinically triage referrals to the Strong Minds program and escalate appropriately relating to risk, demand, available resources, program KPI performance and in alignment to the program Intake Guidelines and in accordance with relevant legislation
- Support and mentor the Strong Minds Western Intake and Administrative staff and provide clinical leadership, training and guidance
- Manage internal and external communications relating to the Strong Minds Western intake workflow and program referrals
- Management of the phone assessment process, providing recommendations for appropriate service allocation.
- Collaborate with Clinical and Practice Leads where appropriate, aiding in the management of complex and high-risk cases
- Assist in development of Intake and Assessment procedures in consultation with Team Lead, Clinical Lead, Senior program support and Portfolio Manager
- Actively engage in Intake and Team Meetings, contribute to the development, implementation, evaluation and reporting of continuous quality improvement activities for the best outcomes for Marathon Health clients and communities we support.

- Adhere to all policies and procedures which have been designed to minimise risk and ensure appropriate standards of safety and welfare are maintained, and delivery of integrated and coordinated high quality care.
- Ensure program guidelines, policies, referral documentation and client records are up to date and maintained

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

- Relevant qualifications in psychology, social work, occupational therapy or nursing field relevant to the provision of clinical mental health services.
- Registration with the relevant Professional body (e.g. AHPRA, AASW)
- At least 2 years' experience in a client focussed role in a mental health setting
- Experience and/or ability to undertake assessments of people with mental health difficulties
- Demonstrated high level organisation and time management skills
- Demonstrated ability to communicate and engage effectively with multi-disciplinary teams and people from diverse backgrounds
- Strong skills in document management and ability to use a clinical software package for electronic client records

Desirable

- Experience leading and mentoring a team in a mental health setting