

## Primary Care Connect POSITION DESCRIPTION

<b>TITLE:</b>	Intake Worker
<b>CLASSIFICATION:</b>	Dependent upon Qualifications and Experience
<b>SALARY &amp; CONDITIONS:</b>	Social and Community Services Award
<b>HOURS OF WORK:</b>	38 Hours per Week
<b>DEPARTMENT:</b>	Primary Health Care
<b>COST CENTRE:</b>	PHC
<b>DIRECT REPORT TO:</b>	Manager Integrated Health
<b>TENURE/STATUS:</b>	Ongoing
<b>PERFORMANCE REVIEW:</b>	3 Months then Annually
<b>APPROVED:</b>	January 2012

### **MISSION STATEMENT**

**To work with our community to provide primary health care services that strengthen the ability of individuals and families to make choices that will improve their health and well being.**

### **BACKGROUND**

GVCHS is a not-for-profit community based organisation located in Shepparton, servicing the City of Greater Shepparton and Shires of Moira and Strathbogie. Services include, but are not limited to, Gambler's Help, Drug and Alcohol Counselling, Financial Counselling, Community Health Nursing, Parent Education Service, Dietitian, Generalist Counselling and Health Promotion.

In a manner that is consistent with the social model of health, Goulburn Valley Community Health Service (GVCHS) recognises and endorses the values listed below. As the Central Intake Worker you will be expected to demonstrate these values in your day to day activities and interactions, with your colleagues and when representing GVCHS externally. Your success in the role will depend on your ability to work harmoniously and effectively with other staff, our clients and our community.

### **VALUES**

These underpin our active commitment to the advancement of health through community development and advocacy, health promotion and the provision of direct care. A commitment to these values is central to the effective and efficient work performance of GVCHS employees.

- We value integrity, credibility and respect for the individual
- We respect the knowledge and diversity of our people

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- We build partnerships through communication and collaboration
- We take a proactive and evidence based approach to service delivery
- We believe in striving for excellence through continuous improvement and innovation
- We aim to improve our knowledge and understanding of the health and primary care needs of the community.

### 1. POSITION SUMMARY

Central Intake at Primary Care Connect provides access to the most appropriate counselling and support services to meet client needs. Central Intake is the first point of contact with our agency and includes the provision of information and resources, and/or access to services via the process of Initial Needs Identification.

### 2. KEY SELECTION CRITERIA

#### 2.1 ESSENTIAL

- Relevant Health/Welfare Degree or Diploma
- Current Victorian Drivers License
- Satisfactory National Police Record Check
- Current Working With Children's Check
- Skills in developing systems, policies and procedures to support the implementation and effective operation of an assessment referral process
- An understanding of care/service coordination
- Awareness of and willingness to respond to the needs of clients from culturally and/or linguistically diverse backgrounds
- Experience in working with a Community Health setting
- Demonstrated skills and experience in delivering high quality services
- Ability to self-manage a complex workload, handle multiple tasks, prioritise and delegate where necessary to meet prescribed timeline with available resources
- High level of communication and interpersonal skills
- Experience with databases: establishing, maintaining and producing reports

#### 2.2 DESIRABLE

- Post graduate qualifications in a related and relevant area

### 3. DUTIES & RESPONSIBILITIES

This position reports to and is supported by the Manager Integrated Health.

- Provide screening and assessment for the purpose of appropriate referrals, internally and externally for all clients presenting to Community Health.
- Develop interagency relationships to improve client pathways and outcomes.
- Ensure accurate client records are kept in a secure manner.
- Administer, as appropriate, Service Coordination Tool Templates (SCTT) and other identified screening and assessment tools.
- Improve access to quality integrated multidisciplinary care.
- Apply the principles of the Social Model of Health, taking a holistic view of client and community needs.

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- Establish and maintain relationships with other health and community care providers to advocate for and ensure continuity of care for clients, particularly those with complex and/or chronic conditions.
- Establish annual service objectives, develop performance indicators and evaluate outcomes. This process will be discussed with your Manager/Director and an Individual Development Plan will be developed which clearly defines your performance indicators.
- Undertake and successfully complete other duties as directed.

#### 4. ORGANISATIONAL INFORMATION

##### **Personal and Professional Development**

- Participate in training and development opportunities as appropriate, including all mandatory training.
- Continually develop personally and professionally to meet the changing needs of your position, career and industry, including regular internal clinical supervision.
- Attend compulsory training sessions provided by the organisation.
- Actively participate in the performance management process as required.

##### **Professional and Ethical Behaviour**

- Provide prompt and courteous service to clients, colleagues, other stakeholders and the community.
- Maintain confidentiality on all issues relating to the organisation, clients and fellow colleagues.
- Comply with Information and Privacy Legislation and Regulations.
- Ensure work with clients is undertaken in a manner that is empowering, empathic, culturally appropriate and is responsive to individual needs.
- Dress and personal presentation to reflect the organisation and/or industry standards and regulations at all times.
- Actively participate in the Clinical Supervision Process (if applicable).

##### **Administration and Documentation**

- Maintain all documentation, including client files, in an accurate, professional and timely manner
- Provide timely and accurate data reports for the organisation and funding bodies as required.
- Effective use of communication systems including: emails, phones, internet, fax, etc

##### **Teamwork and Communication**

- Regular attendance at team and staff meetings.
- Participate as an active member of a team
- Work actively and enthusiastically within a team to achieve team goals.
- Resolve any workplace conflict in accordance with organisational policies and procedures.
- Participate in organisation internal committees.

##### **Continuous Quality Improvement**

- Ensure the delivery of quality and accountable services to the community.
- Participate in quality improvement activities

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- Comply with all organisational policies, procedures and work instructions including the code of conduct for employees, occupational health and safety and the management of organisational resources.

### Health Promotion

- Participate and support an integrated approach to health promotion activities within the organisation

### Occupational Health and Safety

Whilst the organisation has 'Duty of Care' obligations to its employees, all employees also have 'Duty of Care' obligations to themselves and the organisation. Employees must observe the following Occupational Health and Safety (OHS) responsibilities:

- Participate and contribute in occupational health and safety activities to ensure a safe work environment for clients, community, staff and visitors.
- Ensure that work is carried out in accordance with OHS requirements and standards; in order to prevent work-related injuries and illnesses.
- To work in a manner which does not willfully or negligently place at risk the health or safety of any person including self, nor recklessly interfere with or misuse any item which has been provided in the interest of improving health and safety.
- To comply with all reasonable instructions and procedures and use such equipment, protective clothing and other items provided by the employer in the interest of employee health and safety.
- Report any potential situation that the employee feels may constitute a hazard to the health and safety of employees, clients or any visitor to the organisation.
- Report any workplace incident, accident or other occurrence that has happened, and complete the necessary reporting documentation.

### Relationship to Individual Development Plan

This position description operates in conjunction with and forms part of the relevant Individual Development Plan. An initial performance review will take place three months following commencement of employment and then on an annual basis.

**I have read, understood and accept the above position description:**

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

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

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

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