



## Position Description

### Intake Worker

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<b>Location</b>	headspace Bunbury
<b>Department</b>	Clinical
<b>Classification</b>	RAWA Salary Schedule Clinical (Level 1.1)
<b>Hours</b>	Part-time and Full-time options
<b>Term</b>	Ongoing (tied to National funding expiring 30 June 2018)
<b>Direct Employer</b>	Relationships Australia WA

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#### POSITION SUMMARY

The purpose of the Intake Worker position is to effectively engage, screen, assess, refer, provide brief interventions and coordinate care for young people aged 12-25 years that contact or are referred to the **headspace** Bunbury centre.

As one of the first contact points for young people accessing the **headspace** Bunbury centre, the Intake Worker will need to build a positive rapport with a wide range of young people, as well as their family and friends.

The Intake Worker will need to be skilled in assessing a young person's needs, including complex risk assessments and the ability to action a plan to mitigate any identified risk. The Intake Worker will participate in regular clinical supervision and will be required to present and discuss cases with the clinical care team.

The Intake Worker works as part of a multidisciplinary team, including general practitioners, allied health clinicians, community engagement workers, and support staff. They will also work closely with local community and partner youth and health services to provide holistic and integrated care.

To find out more about **headspace** visit <http://headspace.org.au/>.

#### KEY RESPONSIBILITIES

##### Intake and Assessment

- Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner.
- Conduct bio-psycho-social assessments of young people presenting to the service using the **headspace** assessment tool, and document the results of assessment and screening.

## Position Description – Intake Worker

- Conduct risk assessments including assessment of suicide risk and violence risk, developing action plans to mitigate any risks, and providing follow up support and referral for treatment. High risk clients must be promptly reported to the supervisor for appropriate action.
- Monitor clients for critical changes and initiate appropriate emergency procedures.
- Refer young people to internal and external services as appropriate and provide follow up support.
- Facilitate and monitor the integration and coordination of care to **headspace** Bunbury clients, including active participation in case review meetings.
- Provide brief interventions to a small caseload of clients with mild to moderate mental health presentations.
- Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
- Maintain up-to-date client records and comply with data collection standards.

### Community Engagement

- Work alongside the community engagement team to represent **headspace** Bunbury and promote the centre's services at community awareness events.

### General

- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

## RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent **headspace** to the public, community, government and other organisations.

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<b>Reports To</b>	Clinical Leader
<b>Direct Reports</b>	None
<b>Indirect Reports</b>	None
<b>Internal Relationships</b>	<b>headspace</b> Bunbury centre staff and allied health Relationships Australia WA staff Youth Reference Group members Family & Friends Reference Group members
<b>External Relationships</b>	<b>headspace</b> National Office staff Staff from other <b>headspace</b> centres Consortium partner organisations and staff Local youth, health and community service providers and staff Government departments, ministers and staff Young people and their family and friends that access the centre Other external partners, vendors, providers and key stakeholders

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## SELECTION CRITERIA

### Qualifications and Registrations

#### Essential

- Tertiary level qualifications in health, behavioural/social sciences, community services, or a related discipline that provides a sound understanding and knowledge of assessing and working with young people at risk.

#### Desirable

- Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).

### Experience

#### Essential

- The ability and experience to undertake intake and screening activities, including comprehensive bio-psycho-social assessment to determine client needs, and to assist clients to access appropriate services.
- The ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks.
- The ability and experience to be able to deliver brief therapeutic interventions, counselling services and treatment planning.
- Experience working in a multidisciplinary team environment, coordinating client care.
- Experience in the youth and/or mental health sector.

### Knowledge and Skills

#### Essential

- Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.
- Exceptional interpersonal skills with the ability to work with a diverse range of people, in particular the ability to engage with young people and advocate on their behalf.
- Highly developed verbal and written communication skills.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors.

#### Desirable

- Knowledge and ability to develop and deliver group based skills training activities to assist clients' psychosocial functioning (e.g. life skills, anger management, problem solving, conflict resolution, etc.).
- A broad understanding of the mental health and primary care health system in Australia.

### Personal Attributes

- High levels of professionalism, confidentiality and discretion.
- Positive and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.

### WORKPLACE POLICIES AND PRACTICES

All **headspace** Bunbury employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the **headspace** vision and objectives and demonstrate the values of **headspace**.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver's license, and have access to their own vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6 month probationary period.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

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**Approved By** Marie Eckersley, Centre Manager

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**Date Approved** February 2017

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