



## Position Description

<b>Position Title:</b>	Intake and Access Officer
<b>Position Term:</b>	Ongoing
<b>Hours:</b>	Full time / 1.0 EFT
<b>Award:</b>	HSUA 1 & 5 Classification level based on experience
<b>Location:</b>	The Service currently has sites at Belgrave and Lilydale. This position is based primarily at Lilydale and may also work at Belgrave
<b>Reports to:</b>	Manager- Frontline Access and Intake
<b>Date:</b>	August 2024

### **ABOUT INSPIRO**

Inspiro is a local, not-for-profit health service providing allied health, counselling, dental and health promotion services to the Yarra Ranges community. Inspiro is committed to providing an equitable, inclusive and respectful service and workplace for all. We embrace differences in health needs, and work to provide individuals and communities the care necessary to lead healthier lives.

### **Our Vision:**

Inspiring healthier lives. Our vision is to inspire as many people as we can to identify and achieve their own health goals.

### **Our Values:**

*Friendly:* we offer a welcoming and accessible place where people are treated with respect and dignity.

*Client centred:* We support the right of each individual to set their own health goals and actively work alongside and empower people to reach them.

*Local:* we provide a strong community membership, board and workforce which keeps us grounded on what is important for clients.

Our work environment is based around the workplace values of respect, recognition, collaboration, openness, integrity, and empowerment.

## **POSITION SUMMARY**

Intake at Inspiro is centralised and provides initial needs identification and administrative support across all counselling, allied health and nursing programs.

The purpose of the Intake and Access Officer position is to ensure clients have timely and responsive access to the services they need. This includes assessing client priority and eligibility for services, facilitating client appointments and operating in a complex funding environment. This position is primarily telephone based.

Inspiro has as a principle part of its philosophy an emphasis on illness prevention, early intervention and health promotion. This role will work co-operatively within a team of dedicated professionals, to ensure high quality services are provided.

## **POSITION RESPONSIBILITIES**

### **Intake and Access**

- Provide a warm and welcoming telephone based intake service for Inspiro, ensuring that all clients have access to the most appropriate service by:
  - Triaging incoming calls
  - Screening for eligibility and urgency
  - Assessing the financial status of clients
  - Directing referrals to the most appropriate services, internal or external to Inspiro
  - Scheduling and confirming new appointments
  - Processing cancellations
  - Providing information, referrals and resources to referrers and clients
- Work closely with internal and external stakeholders to facilitate appropriate and timely client care, ensuring up-to-date knowledge of Inspiro's eligibility criteria
- Taking a No Wrong Door approach, provide options for services to clients where they do not meet eligibility for public services e.g. MBS and privately funded options.
- Ensure all clinician diaries are fully booked with appointments at least one week and up to 6 weeks in advance. Schedule appointments to fill gaps at short notice.
- Facilitate timely and efficient flow of clients entering the service with a focus on meeting a 48 hour response to referral timeframe and other contractual obligations, as guided by the Manager Frontline Services.
- Maintain accurate client information using the client data systems including TrakCare and Pracsoft/Medical Director.
- Manage referrals through the My Aged Care website – allocate to appropriate discipline and enter data onto TRAK.
- Assist with Fee for Service referral processes (e.g. NDIS, HCP)
- Contribute to a safe and supportive work environment through undertaking the risk screen for home visits and alerting clinicians to any occupational health and safety issues.
- Manage and book appointments for all services including internal referrals.
- Work within organisational requirements including child safety, aged care and MARAM frameworks.

### **Teamwork, Quality Improvement and Professional Development**

- Participate in team and service planning, and other project activities as required.
- Participate in Inspiro's continual quality improvement program including the development and implementation of new practice models.
- Be committed to ongoing professional development and undertake annual mandatory training.
- Keep up to date with developments and trends within the broader health & community sector.
- Ensure Inspiro's services are accessible, client focused; planned, delivered, and evaluated in partnership with our diverse communities.
- Support Inspiro's staff values – Recognition, Integrity, Respect, Openness, Collaboration and Empowerment.

### **Workplace culture**

- Actively contribute to a work culture based on curiosity and accountability
  - that encourages open and effective communication and a positive response to new ideas.
  - in which feedback is seen as a strategy to enhance goals, awareness and learning and is a positive experience for those involved
  - that is ready to seize opportunities as they arise and to act to achieve results.
  - that keeps the client at the centre of everything we do
  - that is responsive to service demand and is accountable
  - that has a zero-tolerance approach towards disrespectful and discriminatory behaviour
  - that takes a trauma informed care approach to the way we deliver services and interact with one another.

### **Trauma Informed Care**

- Take a trauma informed care approach in relation to interactions with clients, staff, and others.

### **Health and Safety**

- Take reasonable care to ensure no risk or harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements and training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.
- Comply with best practice infection control guidelines and actively participate in education related to emergency procedures and in some circumstances, first aid courses.

## **PERFORMANCE OBJECTIVES AND INDICATORS**

### **Performance Targets**

- Achievement of a minimum of 6 direct/indirect client contact hours/billable hours per day
- Average of 10 appointments per day
- Evidence of participation in team meetings and secondary projects as set in annual work plan
- Accurate and timely statistics reporting.

### **Practice Framework**

- Compliance with Inspiro policy and procedures
- Compliance with documentation and data reporting requirements
- Compliance with file audits and peer review

### **Quality Improvement and Evaluation**

- Evidence of participation in quality improvement activities
- Evidence of participation in professional development activities relevant to the position
- Completion of mandatory Go1 and face to face training.

Performance objectives and indicators will be discussed with your manager and an annual workplan developed.

### **Qualifications, knowledge, and experience**

- Proven ability to work and participate in a busy team environment which operates within a framework of established procedures, workplace routines, deadlines and expectations.
- Excellent communication and interpersonal skills including strong Customer Service skills and outstanding rapport building capacity.
- A high attention to detail, a systematic approach and high levels of accuracy.
- Ability to:
  - Be highly organised and able to prioritise effectively
  - Be proactive and able to find solutions
  - Problem solve and take ownership of enquiries
  - Work under pressure in a fast paced environment
  - Manage changing workloads and meet deadlines
  - Be flexible in a changing service provision environment.
- Understanding of integrated service delivery practice to enable access to the right services that best meets clients' needs.
- Demonstrated proficiency in Microsoft software, electronic data bases and the ability to use technology to achieve efficiencies.
- Current Victorian Driver's Licence.
- Experience working in the Community Health (highly desirable), Aged Care, Disability or similar setting.

### **Relevant Checks in place:**

- Current Victorian Driver's Licence and the ability to drive a range of vehicles if required
- Working with Children's Check valid for employment purposes
- NDIS Worker Clearance Check
- Employment is subject to a Police check. Persons who have worked overseas may be required to obtain an international police check.
- Must be fully vaccinated against COVID-19 and able to provide evidence of COVID-19 vaccination status.