

POSITION DESCRIPTION

POSITION TITLE	Mental Health Intake and Liaison Officer		
POSITION OVERVIEW	<p>The Federal and ACT Governments, through their bilateral funding of Universal Aftercare, are committed to improving the care and support received by people after a suicide attempt or crisis. As part of this program, Woden Community Service Inc have established the role of Mental Health Program Intake and Liaison Officer in the Way Back Support Service. This person will be the first point of contact for referring partners and is tasked with establishing and maintaining a central intake and referral system. Under the Senior Manager's supervision, the role also involves trialling and establishing new referral pathways with community-based entities to enhance service accessibility. Additionally, the officer will manage important datasets that support funding partnerships and the broader objectives of our mental health services.</p>		
CLASSIFICATION	SCHADS 6/WCS 7	SERVICE AREA	Mental Health
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual	HOURS PER WEEK	38
LOCATION	Bowes Place, Phillip		
IMMEDIATE MANAGER	Senior Manager, Mental Health		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve - Enterprise Agreement 2021-2023		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
KEY RELATIONSHIPS			
INTERNAL	Mental Health Program Team Leaders, Senior Manager, Mental Health, Policy and Risk Team.		
EXTERNAL	External referral agencies, ACT Government, Capital Health Network, Community Organisations, Participants and Carers.		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> ▪ Referral Pathways: <ul style="list-style-type: none"> ○ Trial New Referral Pathways aimed at strengthening existing referral pathways and exploring new avenues for referrals to the Way Back Support Service. ○ Establish links with community-based referral sources such as crisis pathways, ACT Community Recovery Services, and other mental health service providers. ○ Evaluate the effectiveness of new pathways in facilitating access to our services for participants and adjusting based on observations and findings, under a continuous improvement approach. ▪ Under the supervision of the Senior Manager, co-design an intake and triage framework where you will act as the first point-of-contact for new referrals into our service. ▪ Maintain accurate records within the scope of the referral and intake processes. ▪ Maintain professional relationships with internal and external stakeholders. ▪ Develop and maintain rapport with our external referral partners, participants and their carers. ▪ Utilising our case management system, provide timely and accurate data and advice about intake and referral pathways relevant to program needs and key performance indicators. 			

- Contribute to the ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives in relation to intake and referral pathways.
- Maintain confidentiality and privacy standards.
- Contribute to accreditation against the mental health standards.
- Be an ambassador for change within the mental health teams, approaching transitions with flexibility and collaboration.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Perform other duties as directed by the Senior Manager.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Tertiary qualifications in a community or health related field or developing and implementing human services system with substantial relevant experience. • Capacity to evaluate and report on the effectiveness of referral pathways that contribute to the objectives of the Universal Aftercare Project. • Proficiency in data-centric applications such as Microsoft Excel. • Demonstrated expertise in establishing, cultivating, and maintaining key relationships at various levels within the sector, including referral sources. • Demonstrated sound communication skills (both oral and written) to be able to interact positively with a variety of stakeholders at all levels. • Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information. • Demonstrated ability to establish rapport and maintain sound relationships with individuals, carers and families based on mutual respect and trust. • Demonstrated understanding of professional boundaries, privacy and confidentiality. • Demonstrated ability to work with limited supervision. 				
Desirable	<ul style="list-style-type: none"> • Experience working within and knowledge of the mental health and/or suicide prevention sectors. • Experience in facilitating multi-disciplinary stakeholder relationships. 				
Other	<ul style="list-style-type: none"> • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. 				
Document History	<table style="width: 100%; border: none;"> <tr> <td style="border: none;">Original: 14/07/2023</td> <td style="border: none; text-align: center;">Revised: 29/11/2023</td> <td style="border: none; text-align: right;">Version: V3</td> </tr> </table>	Original: 14/07/2023	Revised: 29/11/2023	Version: V3	
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Employee's name	<table style="width: 100%; border: none;"> <tr> <td style="width: 40%; border: none;"></td> <td style="width: 20%; border: none; text-align: center;">Signature</td> <td style="width: 20%; border: none;"></td> <td style="width: 20%; border: none; text-align: center;">DATE</td> </tr> </table>		Signature		DATE
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