

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Sub-Acute Referral Liaison</b>		
<b>POSITION OVERVIEW</b>	This role is pivotal in being the first point of contact for referring partners, establishing and maintaining a central intake and referral system, and managing datasets vital for funding partnerships and our mental health services.		
<b>CLASSIFICATION</b>	SCS 5	<b>SERVICE AREA</b>	Mental Health
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		<b>HOURS PER WEEK</b> 38 hours
<b>LOCATION</b>	Bowes Place, Phillip		
<b>IMMEDIATE MANAGER</b>	Team Leader Mental Health Sub-Acute Services		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Limited Enterprise Agreement 2024		
<b>REPORTING RELATIONSHIPS</b>			
<b>NO OF DIRECT REPORTS</b>	NIL	<b>NO OF INDIRECT REPORTS</b>	NIL
<b>KEY RELATIONSHIPS</b>			
<b>INTERNAL</b>	Mental Health Program Staff, Team Leaders, Manager, and Executive Manager, Policy and Risk Team.		
<b>EXTERNAL</b>	External referral agencies, ACT Government, Capital Health Network, Community Organisations, Participants and Carers.		
<b>KEY ACCOUNTABILITIES</b>			
<ul style="list-style-type: none"> <li>• Trial and evaluate new referral pathways to strengthen existing ones and explore new avenues.</li> <li>• Establish and maintain professional links with community-based referral sources such as crisis pathways, ACT Community Recovery Services, and other mental health service providers.</li> <li>• Facilitate weekly referral allocation and caseload review meetings for subacute programs, ensuring referrals are effectively allocated and caseloads equitably distributed.</li> <li>• Collaborate with the team to address referral and caseload challenges, aligning solutions with program objectives.</li> <li>• Maintain accurate documentation of meeting outcomes, referral decisions, and service evaluation.</li> <li>• Under the supervision of the Team Leader, Sub-Acute Programs, contribute to the co-design of an intake and triage framework, acting as the first point of contact for new referrals.</li> <li>• Conduct pre-screening risk assessments as part of the intake process to identify potential risks and ensure appropriate follow-up and support.</li> <li>• Maintain accurate records within the scope of the referral, intake, and risk assessment processes, ensuring confidentiality and privacy standards are upheld.</li> <li>• Develop and sustain professional relationships with internal and external stakeholders, referral partners, participants, and carers to support program objectives.</li> <li>• Utilise the case management system to provide timely and accurate data relevant to program needs and key performance indicators.</li> <li>• Participate in reporting processes by maintaining accurate case notes and relevant documentation.</li> <li>• Contribute to the evaluation and improvement of service delivery by recommending and implementing continuous improvement initiatives.</li> </ul>			

- Actively participate in staff/team meetings, organisational activities, and community events.
- Regularly evaluate personal performance and seek opportunities for professional and personal development through training and reflective practice.
- Support and assist colleagues to meet organisational goals and timeframes.
- Ensure adherence to WCS Work Health and Safety Policy and Procedures.
- Foster a culture of inclusion, respect, and equity, applying workplace diversity principles.
- Apply National Principles for Child Safe Organisations, as applicable.
- Perform other duties as directed by the Manager.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Minimum certificate IV in mental health or community/health-related field, supplemented by a minimum of two years' experience in coordinating referrals, intake and caseload management.</li> <li>• Proven ability to evaluate and report on referral pathways, contributing to program objectives.</li> <li>• Proficiency in data-centric applications, such as Microsoft Excel.</li> <li>• Demonstrated ability to establish and maintain key relationships within the sector.</li> <li>• Strong oral and written communication skills for interacting with diverse individuals and groups.</li> <li>• Capacity to handle sensitive and confidential enquiries with discretion.</li> <li>• Proven ability to build rapport and maintain sound relationships with participants, carers, and families based on mutual respect and trust.</li> <li>• Demonstrated understanding of professional boundaries, privacy, and confidentiality.</li> <li>• Demonstrated ability to work independently with minimal supervision.</li> <li>• ACT Working with Vulnerable People registration.</li> <li>• National Police Check.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• A deep understanding and extensive experience navigating the mental health systems within the ACT.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work outside normal business hours if required.</li> <li>• Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.</li> <li>• Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.</li> </ul>

<b>Document History</b>	<b>Original:</b> July 2024	<b>Revised:</b> Nov 2024	<b>Version:</b> V2
<b>Employee's name</b>		<b>Signature</b>	<b>DATE</b>