



JOB DESCRIPTION

Key Position Information			Date Reviewed: May 2018
Title	Intake Officer	Department - Location	Operations
Reports to	Intake Manager	Award	Richmond Wellbeing Enterprise Agreement 2016
Level / Salary	Level 6.1 Super 9.5%	Basis of Employment	Full Time
Role Purpose			
<p>Processes all referrals made to RW for residential and outreach services. Appropriately responds to all general enquiries regarding RW services and supports when required. Coordinates student placement for all RW sites and outreach services. Facilitates the scheduling of outreach workers to consumers.</p> <p>Intake Officer will be expected to be across all duties however the role has been separated into two; (1) intake process and (2) outreach scheduling. Each Intake Officer will primarily complete the duties of one role or the other.</p> <p>The duties may vary in line with operational and business requirements.</p>			
Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A community where people are able to recover and live a valued and fulfilling life.</p> <p>Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.</p>			
Hope	Inclusion	Service Excellence	Compassion
We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.	We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.	We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.	We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.
Statement of Diversity			
<p>The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.</p> <p>https://www.rw.org.au/diversity-statement</p>			

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> Acts consistently in accordance with the RW Values and Key Principles – challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision making Actively engage in self-reflection and develop own practice 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role. Demonstrate this in supervision and Critical reflection groups.
1. Intake Process	<p>Referrals</p> <ul style="list-style-type: none"> Enter and upload all referrals received to Connect. Process referrals and assess individual applicants in accordance with program specific eligibility criteria. Provide consistent and timely responses to applicants and referrers regarding processing, eligibility and outcome of their application. Facilitate appropriate referrals, assessment and support for consumers contacting RW. Monitor available occupancy in all RW outreach and residential programs. Work closely with staff within programs to maintain high occupancy levels, and identify and communicate to programs areas for potential communication, marketing and promotion of services. Provides information regarding available resources and supports within the organisation where required. <p>External Stakeholders</p> <ul style="list-style-type: none"> Liaison with external stakeholders including community and government agencies, through referrals to promote ongoing referrals and partnerships. 	<ul style="list-style-type: none"> Consistent processes and documentation occurs throughout the referral process for all Richmond Wellbeing (RW) programs and services, and RW engages in a transparent, person-centred and supportive application process. Referrals are processed within a timely manner and referred onto program or site.
2. Outreach Scheduling	<ul style="list-style-type: none"> Input individual service agreements. Liaise with program manager to ensure the needs of the consumers are met by assigning relevant recover/support worker with outreach consumer. Schedule outreach consumers to relevant recovery/support workers based on outreach program requirements. Ensure reoccurring rosters are maintained and current. Liaise with program managers and support workers daily to ensure schedule is maintained to the best of your ability. Monitor jobs declined and cancelled by support workers Ensure the hours specified within the Service Agreement are reflected in the schedule. Inform systems and relevant staff member if a discrepancy is noted within Connect and Skedulo. Ensure all jobs complete within the booking system and follow through if not. Regularly check availability of support workers to maintain accuracy of schedule. Reschedule outreach participants if scheduled support worker not available. Advise support worker on potential relevant consumers to visit. 	<ul style="list-style-type: none"> Rosters and schedules are created and communicated to relevant workers in a timely manner.
Quality Accreditation and meeting Legislative Requirements	<ul style="list-style-type: none"> Ensure correct data is input into the Connect and Skedulo system's within a Quality Management framework. Participate in Quality Assurance processes by recommending changes and communicating issues that may affect Richmond Fellowship to your immediate supervisor. 	<ul style="list-style-type: none"> All policies and procedures within the scope of this role are clearly documented,

		accessible and implemented.
Employee Contribution	<ul style="list-style-type: none"> • Positive and constructive work environment is promoted where employees are valued. • Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures • Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW • To carry out other duties which may be required, requested or directed and which are within the person's capability and training to perform 	<ul style="list-style-type: none"> • Show respect and helpfulness in all interactions • Read, understand and seek clarification of Policy and procedure documents. • Enrol in and complete required Core Training within required time frame. • Duties are completed to expected standard as outlined by manager.
Occupational Safety and Health	<ul style="list-style-type: none"> • Promote a safe and healthy working environment that complies with OSH requirements • Take a shared responsibility to ensure the safety and well-being on self and others • Utilise all protective equipment provided and as instructed • Work in a safe manner while exercising due care and caution 	<ul style="list-style-type: none"> • A "Safe work" culture operates within Richmond Wellbeing • Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.

Employee Requirements	
Skills	<ul style="list-style-type: none"> • Well-developed planning and coordination skills with a strong attention to detail • Have experience working with, and a positive attitude towards, people with a history of mental ill health • Relevant experience primarily in the area of scheduling and rostering • Demonstrated positive working relationships with agency personnel and external stakeholders • Well-developed skills in written, verbal and interpersonal communication. • Demonstrated ability to operate within organisational guidelines, policies and procedures. • Excellent time management skills and the ability to effectively manage one's own workload. • Sound computer skills
Knowledge and Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualification or significant experience. • Western Australian driver's license • National Police Clearance
Attitude	<ul style="list-style-type: none"> • Positive attitude towards people experiencing mental distress. • The ability to live RW values in all workplace tasks and interactions. • Pro-active individual who is enthusiastic and committed to upholding RW values and principles
Experience	<ul style="list-style-type: none"> • Knowledge of relevant agencies, both government and non-government. • Advanced and demonstrated knowledge of mental health disorders and treatments. • Experience in rostering and staffing coordination. <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Lived experience of mental health recovery or as family members of people with a lived experience of recovery