

**Position Title:** **Clinical Intake Worker – Central Intake**

**Campus:** Stawell

**Directorate:** Operations

**Department:** Ambulatory Care

**Reporting to:** Team Leader of Ambulatory Care - Stawell

**Direct Reports:** N/A

### Appointment Terms/Conditions:

**Classification and Code:** Clinical Nurse Consultant A/B (pending experience)  
Grade 2 AHP

**Enterprise Agreement:** Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement  
Victorian Public Health Sector (Medical Scientist, Pharmacists and Psychologists) Enterprise Agreement  
Nurses and Midwives (VPS) (Single Interest Employers) Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

The role exists to coordinate a person's entry into community and non-admitted Allied Health and Ambulatory Care services at Grampians Health Stawell. Clinical Intake Workers act as the central clinical point of contact for referrals, ensuring enquiries and referrals are managed efficiently. This includes:

- Screening and assessing initial needs
- Triaging referrals based on priority, risk, eligibility and funding
- Supporting administrative staff with clinical aspects of intake
- Completing Initial Needs Identification (INI) assessment
- Providing person-centred care coordination via phone or face-to-face contact
- Liaising with internal and external providers to ensure smooth transitions into appropriate services

The position ensures every referral is clinically reviewed, appropriately prioritised, and directed to the right services to support safe, timely and coordinated care.

## **KEY ACCOUNTABILITIES**

- Completing Initial Needs Identification (INI) assessment
- Care Coordination of people referred to our service which may include referring to additional services, redirecting referrals and linking people in with services and supports needed
- Triaging (prioritisation and funding stream delegation) of referrals in line with funding stream guidelines
- Supporting administrative intake workers clinically with the intake processes
- Contributing to the development and maintenance of clinical resources required for intake processes
- Liaising with internal and external health care professionals and service providers to support the completion of intake service inline with Victorian funding program guidelines
- Support the development and maintenance of partnerships with primary, acute and social sectors internally and externally within the region
- Support the efficient completion of NDIS Service Agreements
- Contribute to the development and implementation of policy and procedures
- Assist with Data collection, analysis and auditing to monitor KPI compliance
- Participate in Quality improvement projects

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Registered Nurse or credentialed Allied Health Professional with current practising certificate from AHPRA
- Current Police check
- Current Working with Children

### **Technical/Professional Knowledge and Skills**

- Excellent verbal, written and interpersonal skills (advocacy, negotiation, cooperation, liaison)
- Well-developed customer service skills with the ability to engage with people over the telephone
- Demonstrated ability to work collaboratively within a multidisciplinary team to deliver safe, timely and consumer-centred care.
- Demonstrated experience and knowledge of services and programs
- Knowledge of non-admitted patient funding streams and data requirements
- Computer and data entry literacy
- Demonstrated experience and knowledge in utilising IPM or ability to learn new applications

## **Work Environment**

- Ability to work well autonomously and as part of a team

## **Personal attributes**

- Good organisation and time management skills

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.