

Position Title: Intake Worker

Campus: Horsham

Directorate: Ambulatory Care

Department: Sub-Acute Ambulatory Care

Reporting to: Team Leader, Horsham
Manager, Sub-Acute Ambulatory Care

Direct Reports: N/A

Appointment Terms/Conditions:

Classification and Code: Registered Nurse/Enrolled Nurse En &4/Allied Health Professional

Enterprise Agreement: Allied Health Professionals (Victorian Public Health Sector) Single Interest 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.

Collaboration	Compassion	Accountability	Respect	Innovation
<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 primary purpose of this position is to provide a single point of contact for potential patients and referring organisations to efficiently manage enquiries and referrals into the Community Allied Health and Sub-Acute Non-Admitted Services.

The position promotes a person-centred approach, provides care coordination by direct (face to face) or indirect (telephone screening) to define initial needs for services with consideration given to funding arrangement, priority, risk and eligibility. The Intake Worker will be responsible in maintaining accurate referral data and information and maintaining a close working relationship with Allied Health, Sub-Acute Non-Admitted Services and Arapiles Administration teams.

KEY ACCOUNTABILITIES

- Provide an effective single point of contact for potential patients and referring organisations
- Provide information and service options to meet the needs of consumers, patients, carers and their families
- Responsible for determining eligibility, funding program and priority for service in accordance with funding
- streams / program guidelines and initial needs identification for services provided through the community
- Allied Health and Sub-Acute non admitted services
- Responsible to the accurate coding of all new referrals in iPM
- Responsible for scheduling patient initial appointments
- Responsible for providing feedback to referees
- Well-developed verbal and written communication and interpersonal skills
- Perform duties within scope of practice

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

- Computer and data entry literacy
- Well-developed customer service skills with the ability to engage with people over the telephone

Personal attributes

- Excellent verbal, written and interpersonal skills (advocacy, negotiation, cooperation, liaison)
- Ability to work independently and demonstrate initiative

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.