



## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Intake Clinician
<b>DIVISION/DEPARTMENT:</b>	Healthy Communities
<b>CLASSIFICATION:</b>	Registered Nurse Grade 2 Yr 3 or Allied Health Professional Grade 1 Yr4 (VB1-VB4)
<b>INDUSTRIAL AGREEMENT:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements <b>Or</b> Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements.
<b>RESPONSIBLE TO:</b>	Operational Director Healthy Communities
<b>REPORTS TO:</b>	Operational Director Healthy Communities
<b>PRE-REQUISITES:</b>	Current Police Check. Current Working with Children's Check Registered with the Australian Health Practitioner Registration Board (AHPRA) or Relevant professional peak body

**KEY SELECTION CRITERIA:**

- Qualification in nursing or allied health professional discipline with current registration with AHPRA or relevant professional body
- Consolidated experience in the relevant field of practice with demonstrated experience in clinical assessment and triage
- Experience working in community based services
- Demonstrate written and verbal communication skills with proven ability to effectively liaise with internal and external customers at all levels.
- Information technology skills including data analysis, reporting, database applications and proficiency with Microsoft Office
- Proven ability to prioritise workloads and meet demanding work deadlines.
- Demonstrated ability to operate with minimal supervision and show high levels of initiative.

**OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

**OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

**POSITION SUMMARY:**

The position is part of a multi-disciplinary team and works in accordance with the objectives of the Benalla Health Operational Plan. This role will support the operational performance of the Healthy Communities Department by providing a single point of intake, monitoring clients, reduce waiting times, and improve client outcomes through early intervention and referral.

The position is required to hold a caseload of brief intervention clients until service specific care is facilitated, including liaison with family members or other professionals to help inform recommendations and referrals for optimal service. In addition, the Intake Clinician will provide support to the Operational Director Healthy Communities in performance data collection, analysis and reporting.

**RESPONSIBILITIES**

- Provide inclusive person centred care that is holistic, goal centred and outcome focussed
- Undertake and or coordinate all intake processes for Healthy Communities services including liaison with point of referral, receipt of referrals, confirmation of program eligibility, triage and initial needs assessment, and determining priority of access
- Liaison with other health professionals and where appropriate facilitate further referrals
- Timely communication of referral outcomes back to the source
- Attendance at relevant discharge planning and scrum meetings.
- Regular contact and monitoring of clients waiting for service specific care
- Use clinical judgment, priority of access tools and liaison with the relevant clinicians to ensure timely service delivery where client needs have changed
- Accurate recording and reporting of statistics according to department protocols and funding agreement accountability guidelines

- Provide regular and timely departmental performance analysis reports pertinent to the operations of the department.
- Be an organisational resource for clinicians regarding intake processes and procedures, Healthy Communities data, databases and activity reports
- Actively contribute to the Healthy Communities team and the achievement of organisational goals
- Actively participate in quality improvement activities and contribute toward organisation wide accreditation compliance as required
- Meet organisational expectations regarding professional accountability, performance and development including; demonstrating commitment to modelling Benalla Health values, understanding their role within clinical governance, Hardwiring Excellence and maintaining professional standards and evidence based practice relevant to the incumbents clinical discipline

### **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

### **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

### **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

### **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

## **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

## **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

## **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

## **PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is

required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

<b>EMPLOYEE'S NAME:</b> _____
<b>EMPLOYEE'S SIGNATURE:</b> _____
<b>DATE:</b> ...../...../.....

<b>MANAGER'S NAME:</b> _____
<b>MANAGER'S SIGNATURE:</b> _____
<b>DATE:</b> ...../...../.....

**REVISED**      Operational Director Healthy Communities June 2019

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion

Empathy

Accountability

Respect

Excellence

### In our team we ...

<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
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### In our team we do not ...

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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*Our standard is what we choose to walk past ...*