

Position Description

**The Salvation Army Vision**

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time with the love of Jesus.

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| **Position Title** | Intake Worker | **Date Approved** |  |
| **Reports To** | Nursing Team Leader | **Department & Location** | *AOD BARWON – Geelong Withdrawal Unit* |
| **Classification** | SCHADS level 5 | **Employment Term** | 0.8 EFT |

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| **Position Purpose** | To coordinate the acceptance of referrals received from the catchment of AOD Intake and Assessment Hub and facilitating the efficient entry of clients into the service. |

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| **Scope** | No. Direct Reports: | No. Indirect Reports: | Revenue: | Budget: | Other: |

| **Key Accountability Areas** | **Key Responsibilities** | **Success Criteria** |
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| **1** | Service delivery | * All clients are linked to appropriate service, GWU or other, in a timely manner following receipt of a comprehensive AOD assessment. Client’s significant others are linked to support services where required
* Clients including forensic clients are provided with brief interventions during this process as needed
* Address all phone calls and emails related to intake and manage intake waiting lists
* Co-ordinate review of referrals working in conjunction with the nursing team leader, AOD team leader and nurse practitioner
* Co-ordinate case reviews meetings with clients, carers, workers relevant internal workers
* Addresses complex client cases at the unit case meeting weekly and follow-up on items in a timely manner
* Prepare clients suitable for GWU admission, ensuring they understand the treatment process and purpose
* Co-ordinates Nurse Practitioner activities including appointments
* Co-ordinates the information session attendance by clients
* Co-ordinates the pharmacotherapy requirements collating initial information and informs the Nurse Team Leader in a timely manner
* responds to risk in accordance with TSA protocol and GWU protocol
* Completes or organizes completion of a mental health suicide risk assessment for clients identified at risk
* Intake education of client's significant others in harmonization others prevention and support a plan to minimize risk
 | * Clients of GWU are informed, supported and remain as the key focus throughout the intake process
* Complex client needs are met through coordination of admission to GWU in a timely manner or referral to relevant service providers and support within a timely manner
* Information provided to GWU team, Nurse Team Leader and Nurse Partitioners in a timely manner to enable informed decisions regarding client admission
* Clients are prepared holistically for their admission to GWU and informed about unit processes
* Clients reports supportive procedures undertaking during the intake experience
* Client risk is identified early and managed in a supportive and timely manner with follow-up and documentation maintained
* Clients and significant others are educated in harm minimization and OD prevention and referred to relevant workers when required for further support and education
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| **2** | Administration | * Maintain confidentially of all service users with inappropriate consent obtained and documented
* Identified and informs management about service gaps
* Maintains the bed register for GWU
* Maintain the intake and referral database
* Maintains data collection as indicated by the AOD manager and Nurse Team leader
* Complies client case file (hardcopy) in a confidential and orderly manner including client consent assessments medication charts, GP and other medical reports. Organization of storage of client's referrals for required archiving.
* Enters all relevant information and uploads data on each client into SMAIS and Penelope if applicable in a timely manner
 | * Reports provided within specified timelines accurately and meeting service standards
* Client confidentiality maintained through all stages of the intake process
* All stakeholders internal and external are notified of client status in an informed and timely manner
* All documentation is maintained and updated in accordance with unit policy
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| **3** | Professional development | * Maintain knowledge of AOD related developments and service sector reforms
* Prepare and participate in monthly supervision with the nurse team leader and undertake TSA performance appraisal and maintain open communication with Line Manager
* Participate in relevant professional standards development courses and forms and compulsory TSA training programs
 | * Knowledge is maintained and utilized to provide best practice in all aspects of intake service delivery at GWU
* Monthly supervision attended and documented and individual performance plan that maintained
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| **5** | WHS | * Work in accordance with GWU WHS requirements in tending WHS related training sessions
* Ensure timely reporting of risks and or incidents
* Maintain a safe working environment
* Follow GWU infection control protocols
 | * Intake worker actively participates in identifying and managing risk
* Line manager informed of incidents and incident reports completed on Solvsafety in a timely manner
* Equipment and environment meet standards and relevant documentation maintained
* Infection control methods meet healthcare standards and TSA CQI standards
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| **SELECTION CRITERIA** |
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| **Values**  | * Understanding of and commitment to the mission and values of The Salvation Army.
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| **Required experience** | * minimum two years' experience undertaking intake role within the AOD sector
* Experienced in delivery of AOD/mental health client brief interventions
* Experience and resilience in working with complex AOD/mental health clients presenting challenging behaviors
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| **Qualifications & Mandatory Requirements**  | * Working with Children Check
* Mandatory National Police check
* Minimum diploma in AOD or related health and community services diploma with the four AOD core modules
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| **Capabilities** | Focus on the people we serve  | * Service users remain key focus in all activities
* Development/changes implemented in response to clients' needs and requirements in collaboration with management
* Advocate for those that TSA Services in the community
* Responds proactively to changing circumstances and adjust plans and schedules when necessary
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| CQI  | * Understands the AOD sector requirements and funding implications including bed management, forensic clients and reporting standards
* Extensive understanding of addictive behaviors And AOD both illicit and licit
* Knowledge and experience in assisting clients to make informed decisions and engage appropriate support to achieve their goals
* Knowledge and experience of working with clients on pharmacotherapy
* Knowledge and experience in Harm Minimization, overdose prevention including naloxone programs
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| Management of relationships  | * Develops, networks and cooperates with colleagues and others within and outside TSA
* Ensure Nurse Practitioner remains informed
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| Self-management | * Models a professional worth ethic, reliability, punctual, flexible and accountability
* Shows active commitment to achieving work goals
* motivated and receptive to change
* Remains calm and focused and responds appropriately, especially in stressful and challenging situations
* Recognizes limitation and seeks feedback from others to learn and grow
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| Collaborative work  | * Engages and contributes to team activities including discussions
* Proactive workplace issues and problem solving
* Works with other staff and organizations to achieve client goals
* Willingness to assist in activities on the unit when requested by management when time permits
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| **accountability** | * Adheres to the TSA code of conduct
* Always maintaining privacy and confidentiality. Obtain consent as per policy
* Communication and documentation comply with TSA policies
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| **Spiritually Respectful** |  - Alert to and respectful of spiritual beliefs and practices or others - Respects TSA’s spiritual identity and activities |
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| **THE SALVATION ARMY MISSION & VALUES** |
| The Salvation Army is a Christian movement dedicated to **sharing the love of Jesus**.

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| We share the love of Jesus by:* Caring for people
* Creating faith pathways
* Building healthy communities
* Working for justice
 | Recognising that God is already at work in the world, we value:* Integrity
* Compassion
* Respect
* Diversity
* Collaboration
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| We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity. |

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| **Signatures:** |  |  |  |
| **Employee Name** | **Signature** | **Date** |
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| **Manager Name** | **Signature** | **Date** |