

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 |
| **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 |
| **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 |
| **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 |

| **SELECTION CRITERIA** | | | | | |
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| **Values** | * Understanding of and commitment to the mission and values of The Salvation Army. | | | | |
| **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 | | | | |
| **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 | | | | |
| **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 | | |
| 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 | | |
| Management of relationships | | * Develops, networks and cooperates with colleagues and others within and outside TSA * Ensure Nurse Practitioner remains informed | | |
| 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 | | |
| 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 | | |
| **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 | | |
| **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**.   |  |  | | --- | --- | | 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 | | We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity. | | | | | | | |
| **Signatures:** | |  | |  |  |
| **Employee Name** | | **Signature** | **Date** |
|  | |  |  |
| **Manager Name** | | **Signature** | **Date** |