



Position Description

Triage, Intake and Allocations Mental Health Clinician

Version: V2. 2019



Position description

Employee Name	
Position Title	Triage, Intake & Allocations Mental Health Clinician
Position FTE:	1.0
Award (if applicable)	Victorian Public Mental Health Services Enterprise Agreement (2016 – 2020)
Rate:	TBC
Portfolio stream:	<input type="checkbox"/> Clinical Services – Intake, Allocations & Triage Support
Program Stream	<input type="checkbox"/> Psychological Support / Therapy Services (PSS / PTS) <input type="checkbox"/> Severe and Complex programs
PHN Region	<input type="checkbox"/> CESP HN PHN Region <input type="checkbox"/> Western Vic PHN Region <input type="checkbox"/> Murray PHN Region <input type="checkbox"/> StandBy Program <input type="checkbox"/> NW Melbourne PHN Region
Site, Location/s	APMHA Corporate Office. 7 Norwood Place, Flemington, Vic. 3031
Employer	APMHA HealthCare Ltd
Line Manager	General Manager, Clinal Services

Organisation description

APMHA HealthCare Ltd provides intake, triage, allocations and clinical services to a variety of funders through nominated program streams across Australia. Our focus is primarily primary mental health care.

APMHA HealthCare Ltd works closely with Alaya Partners Australia to deliver shared contracts which relate to consulting and education services to our funders.



APMH HealthCare Ltd is governed by a Board of Directors and our partners and clients include governments, community health services, Primary Health Networks (PHNs), private mental health practitioners, community and private sector organisations and peak bodies.

The Model:

APMHA HealthCare Ltd employs, seconds and sub-contracts a clinical and non-clinical workforce to provide a national footprint of highly qualified mental health professionals.

APMHA HealthCare has developed a Service Delivery Framework to reflect a Stepped Mental Health Model. The Stepped Mental Health Model is fashioned on 7 steps and we have developed relationships with providers who focus on health promotion through to acute services, to ensure the steps are linked, transition is seamless and minimisation of duplication of service delivery.

About stepped mental health care:

- A stepped care approach to mental health promotes person centred care which targets the needs of the individual. It recognises that the individual needs change and allows for flexibility for people to move across service levels to support their recovery.
- In a stepped care approach, a person presenting to the mental health system is matched to the intervention level that most suits their current need. An individual does not generally have to start at the lowest, least intensive level of intervention in order to progress to the next 'step'. Rather, they enter the system and have their service level aligned to their needs.
- Not all clients would receive the same type and the same number of services. The type and number of services to be provided is expected to be determined by the health professional in consultation with the client and the client's GP and based on individual client needs, the severity of their illness and the evidence based treatment and meet the session allocation guidelines relating to the delivery of the programme.

The key features of the APMHA HealthCare Ltd service delivery framework are:

- Timely response to referrals and allocation to an appropriately skilled and located provider
- Provide evidence based therapeutic interventions for severity / acuity step type and presentation
- Allocate service sessions commensurate to need (acuity / complexity - risk stratification)
- Collaboration and partnership with general practice
- Integrated care approach focusing on the clients' trajectory for recovery
- Transition of clients up / down stepped mental health model seamlessly and supported

VALUES

- Leadership
- Embracing Diversity
- Teamwork
- Innovation
- Respect
- Passion

STRATEGIC OBJECTIVES:

1. The delivery of high quality primary mental health services.
2. Coordination of a highly qualified and skilled network of mental health professionals.
3. Deliver and ensure strong clinical governance and oversight.
4. Ensure highly skilled workforce support including communities of practice, supervision and training.
5. Delivery of robust and effective organisational governance.
6. Ongoing performance monitoring and evaluation.

VISION

An accessible primary mental health service working in collaboration to support people with a mental illness to reclaim wellbeing and live a contributing life.

MISSION

To lead primary mental health care through the delivery of accessible, high quality services in partnership with the client, supporting their mental health, wellbeing and facilitated recovery

Company website:

www.apmhahealthcare.com.au

Position purpose and context

Position purpose	To provide clinical triage and coordinate client referrals, conduct intake and allocate referrals to APMHA HealthCare Ltd clinicians across various APMHA HealthCare programs.
Key outcomes	<ul style="list-style-type: none">• Review, triage and allocate Murray PHN Psychological Therapy Services (PTS) referrals• Provide clinical triage on APMHA referrals across funded programs and according to funding guidelines and best practice, when required• Timely allocations of referrals according to guidelines and best practice



	<ul style="list-style-type: none"> • Play an active and constructive role in the broader APMHA HealthCare Ltd team, working together to achieve the operational objectives of the organisation. • Support with program administration as required.
Working relationships	<p>APMHA HealthCare Ltd employees all contribute to answering incoming referrals and appropriately allocating clients. Services are delivered by employed and sub-contracted allied health providers. The data associated with these services are monitored and inputted as directed by the funding contract.</p> <p>Internal contacts</p> <p>This position works closely and collaboratively with:</p> <ul style="list-style-type: none"> • Triage, Intake and Allocations Team • General Manager, Service Delivery • General Manager, Clinical • General Manager, Operations • CEO • Finance officer <p>External contacts</p> <p>It is expected that this position will have direct contact with external stakeholders such as:</p> <ul style="list-style-type: none"> • General Practitioners • Allied Health Providers • PHNs • Other program funders • EAP Service Users
Reporting relationships	<ul style="list-style-type: none"> • Reports to: General Manager, Service Delivery

Scope of Authority

Direct employees to start or cease work	Not authorised
Recruit/terminate employees	Not authorised
Appoint contracts	Not authorised



Approve expenditure	Not authorised
Media contact	Not authorised
Other	Not authorised

Key outcome areas

Primary responsibilities	The primary responsibilities of this role are:
Triage/Intake/Allocations	<ul style="list-style-type: none"> • Coordinating Intake/triage telephone and liaising with Primary Health Networks (PHNs), Allied Health providers and other customers • Allocate referred clients as outline in service delivery manual and program guidelines • Data entry into the relative Funders independent CRM • Data entry into APMHA HealthCare's database to track referrals
Data Entry	<ul style="list-style-type: none"> • Ensure minimum data collection is completed in a timely manner • Maintain Referral Databases • Update APMHA HealthCare Ltd CRM. • Support the maintenance of AHPs information in Insightly
Administration	<ul style="list-style-type: none"> • Maintain Insightly CRM • Answer phone calls, enquiries and support general administration tasks • Assist the General Manager Service Delivery • Participate in company meetings relating to a contracted program or company business
General	<ul style="list-style-type: none"> • Assist providers and the organisation to comply with contractual obligations and deliverables contained in APMHA HealthCare's funding contracts • Contribute towards the APMHA HealthCare Ltd's overall strategic direction, including implementing the organisation's values and mission statement • Respect the confidentiality of clients and general practice in line with the organisation's policies, procedures and the Privacy Act. • Comply with the organisation's policies and procedures. • Participate in the organisation's Accreditation requirements. • Comply with other duties as required to maintain the organisation's services



Key selection criteria - qualifications and experience

Required qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Current registration with the Australian Health Practitioner Regulation Agency or equivalent. • Substantial post qualifying experience with a minimum of two years experience delivering mental health care. • Demonstrated ability to work independently • Proficiency in completing MSE, clinical risk assessments and a high level of competency in working with consumers with a range of mental health issues and varying complexities. • Highly developed interpersonal skills and the ability to relate to clients from a diverse range of backgrounds. • Demonstrated ability to be flexible, respond to changing work priorities and self-manage personal professional development and workloads. • Demonstrated ability to collaborate with and advise, support and direct other health professionals in providing services to mental health clients. • Demonstrate highly developed literacy in computers and medical software and proven extensive experience establishing and maintaining appropriate and accurate case management records. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in a primary health care environment
Pre-requisites	<ul style="list-style-type: none"> • Certification of qualifications • Current VIC drivers licence • National Police Clearance Check • Working with Children Check (or willing for a check to be performed)
Special conditions	<ul style="list-style-type: none"> • Some out of hours work on weekends or evenings may be required, for example, attendance at community forums or meetings, for which time off in lieu may be taken. • Intrastate and/or interstate travel may be required.
Workplace health and safety	<ul style="list-style-type: none"> • Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.

Commented [RM1]: Speaking with you the other day, you said it didn't need to be a nurse ie could be a social worker with significant assessment experience.

Commented [TL2R1]:

Commented [TL3R1]: Rectified

Commented [TL4R1]:



Authorisation and management.

Line manager:	General Manager, Service Delivery	Date:	
Review date:	Annual review	Date:	
Document approver:	CEO		
Signed:		Date:	

Acceptance/ agreement

I declare that I have read, understand and will abide by the above position description.

Name: _____

Signature _____

Date: _____