



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Mental Health Intake Officer (Identified)
Position Number:	5341
Classification:	Social and Community Services Grade 5 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$93,860.00 - \$98,113.00
Location:	Cairns
Reporting Relationship:	Manager, Allied Health

About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

Our Strategic Priorities



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Our Values and Behaviours



The role:

The Mental Health Intake Officer will coordinate a central intake and assessment process for all referrals across the Social and Emotional Wellbeing Program (SEWB) area, including assessment of eligibility, urgency, and requests for support.

The Mental Health Intake Officer is supervised by the Manager, Allied Health and the position has no supervisory responsibilities.

This position works closely with other members of the SEWB team and works in partnership with other program staff to ensure effective outcomes for clients.

Key Responsibilities include:

1. Receive all incoming referrals requesting support for mental health and conduct a desktop assessment on each referral and prioritise engagement based on the information contained within the referral.
2. Contribute to the day-to-day direct service operations of the service in accordance with the National Standards for Mental Health Services (2010) ensuring delivery of high-quality services and maintenance of clients' right and confidentiality at all times.
3. Provision of services based on Family Led Decision Making and Strength Based practice frameworks with a focus on long-term change for all clients accessing the service.

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4. Complete comprehensive case notes for all intake and engagement work completed with clients. Provide the allocated worker with a warm handover when clients are entering the program.
5. Referrals are actioned and where there is no capacity, or the referral does not meet the criteria for the program, referrals to appropriate agencies or supports are offered to the client.
6. Design and implement a variety of innovative techniques which facilitate engagement with clients who can be difficult to engage with support from internal and external programs and stakeholders.
7. Work with the SEWB team to identify and participate in training and professional development to enable the effective implementation of a family centered, strengths based, case management model of care.
8. Work collaboratively with other team members to ensure that processes relevant to intake are implemented.
9. Develop and maintain strong links with a wide range of service providers to enable the provision of a holistic service that addresses the needs of children, youth and families as identified in the referrals.
10. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
11. Work within Wuchopperen's Policies and Procedures including the Staff Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
12. Other duties as required, within your skills, experience and capacity.

Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to be the most critical for success in this role.

For applicants to be successful in this role, they should demonstrate:

1. Demonstrated experience and ability to manage intake of referrals, prioritise referrals and respond to the immediate needs of families for safety and health referrals to appropriate services.
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
3. Demonstrated understanding of strengths-based approaches to working with families, parenting and behaviour management techniques and knowledge of early childhood development.
4. Extensively developed interpersonal and communication skills including the ability to liaise with a range of stakeholders as well as effectively advocate for Aboriginal and Torres Strait Islander people.

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5. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.
6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

Other Requirements

- Tertiary Qualifications in Community Services and/or Mental Health or demonstrated extensive experience working within similar roles over a period of at least 5 years, or experience deemed equivalent by Wuchopperen.
- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B
- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of initial two vaccinations must be provided before employment is confirmed.
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- The Intake and Assessment Officer is an **Identified** position. It is a genuine occupational requirement that an **Identified** position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.
- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential.
- Possession of a current Queensland "CA" class driver's licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.
- Consent to a broader criminal history check at Wuchopperen's cost.

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How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting **cover letter** of no more than two pages, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Evidence of at least three Covid-19 vaccinations (ie. Immunisation History Statement).
- Identified referees with application

Additional information:

- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to recruitment@wuchopperen.org.au