



## POSITION DESCRIPTION

POSITION TITLE:	Intake/Care Coordinator
REPORTS TO:	Service Manager
DIRECT REPORTS:	Not Applicable
AWARD:	Social, Community, Home Care & Disability Services Award 2010
CLASSIFICATION	SACS 5

### POSITION PURPOSE

As the first point of contact for all customer referrals to MHA Care this position reports to the Service Manager and is responsible for:

- managing assessment enquiries, referrals, identifying customer eligibility for services and priority of access through appropriate and comprehensive screening;
- liaising with internal and external stakeholders to ensure the provision of timely and well-coordinated services;
- referrals are made to appropriate MHA or other services for all customers; and
- providing high quality customer service in a manner that is sensitive to the diverse needs of MHA Customers.

### KEY ACCOUNTABILITIES & RESPONSIBILITIES

*The following description of responsibilities is not exhaustive and may include others as directed from time to time:*

#### Accountability 1: Intake

##### Responsibilities

- Be the first point of contact for all incoming referrals and enquiries.
- Provide information regarding MHA services and where appropriate refer people to other services.
- Monitor and respond to incoming intake emails/My Aged Care referrals at regular intervals to ensure that all incoming referrals are acknowledged and actioned in a timely manner.
- Undertake initial needs identification for all prospective customers to determine their eligibility for service and assign the priority of assessment in accordance with established MHA Policy & Procedure.
- Undertake initial Occupational Health and Safety assessment and complete OH&S checklist.
- Create and maintain up to date and accurate customer files.
- Ensure all customer data is complete and accurately recorded at the point of referral.
- Liaise with MHA and other service providers when making referrals to ensure that the identified needs of the customer are met and a full range of services are effectively coordinated.
- Ensure that customers' rights to privacy are maintained at all times whilst collating, sharing and transferring the customer's personal information.
- Ensure that all internal and external customers receive adequate, prompt and courteous service.
- Liaise and work cooperatively with internal and external stakeholders to ensure the provision of efficient and well-coordinated intake and assessment services, and that services are implemented in a timely manner.
- Manage and Coordinate Home Care Packed clients.
- Manage the Home Modifications programs.
- As required, collect relevant data for the ongoing continuous improvement of service delivery and undertake quality audits.
- Create, and manage service Waitlists when required
- Participate in an out of hours call service for Community Care Workers.



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### Accountability 2: Service Team

Responsibilities:

- Provide support to Service Coordinators as required during periods of Coordinator absences.
- Actively participate in monthly team meetings.
- Provide training to Service Coordinators on the role of Intake Officer.
- Ensure services allocated do not exceed budgeted/allocated program funded hours.

### Accountability 3: Quality and Continuous Improvement

- Ensure individual customer Service Plan reviews are reviewed as required.
- Ensure that all reporting requirements are met e.g. to funding bodies, MHA Management Team.
- Participate in the MHA performance review process.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current office systems and procedures relevant to this role.

### Accountability 4: Organisational Responsibilities

- Participate in the MHA performance review process.
- Observe and practice Workplace Health and Safety policies, guidelines and procedures.
- Perform other tasks as directed by the CEO or Service manager.

## CORE BEHAVIOURS

*The following Core Competencies are the behaviours expected of an employee or potential employee:*

<b>Service Focus</b>	<ul style="list-style-type: none"> <li>• Seeks to understand clients' operating environment and to understand their issues/problems.</li> <li>• Develops and implements systems and policies to ensure outstanding client service is achieved.</li> <li>• Establishes systems to gather feedback from clients about service and to identify areas for improvement.</li> <li>• Models high standards of service delivery to clients and stakeholders.</li> <li>• Develops strategic alliances with external groups to enhance the quality of service.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Composes communications which convey specialised concepts in order to influence outcomes or decisions.</li> <li>• Tailors communication style and method of delivery to the level of the audience.</li> <li>• Prepares and delivers confident and persuasive presentations.</li> <li>• Knows the audience, and identifies and uses this knowledge to build strategies to influence outcomes.</li> <li>• Organises events and meetings to facilitate information sharing.</li> <li>• Negotiates agreement on complex issues.</li> </ul>
<b>Motivation / Time Management</b>	<ul style="list-style-type: none"> <li>• Actively seeks out feedback from others on own performance.</li> <li>• Able to quickly prioritise conflicting demands and evaluate opposing arguments.</li> <li>• Sets targets to achieve results.</li> <li>• Motivates self and others to focused efforts to meet deadlines even in demanding timeframes.</li> </ul>
<b>Flexibility &amp; Adaptation – Change Management</b>	<ul style="list-style-type: none"> <li>• Demonstrates flexibility in thinking.</li> <li>• Adapts to and manages the increasing rate of change and copes with ambiguity.</li> <li>• Shows responsiveness to emerging issues.</li> </ul>



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- Welcomes ideas for improvements to structures, procedures and technologies.
  - Challenges the status quo by looking for ways to enhance efficiency and effectiveness.
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## POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

### Essential:

- Tertiary qualification in Health, Disability, Business and or related profession and or previous experience in intake, assessment, care planning and/or case management.
- Well-developed interpersonal skills and the ability to discuss and resolve issues and promote the services.
- Advanced computer skills, including the ability to use Microsoft Office, email and web based applications.
- Knowledge of Home and Community Care programs.
- Current satisfactory Police Check
- Current valid Driver's Licence

### Desirable:

- Ability to network and liaise within the aged care and disability sectors including negotiation and conflict resolution skills
- Previous experience with a client management software program
- Familiarity with the Community Care Common Standards.

## KEY SELECTION CRITERIA

- Demonstrated experience in working within the aged care and/or disability services field within a community setting.
- Knowledge of health and community support networks for older people and people with disabilities and their carers.
- Demonstrated knowledge of the Commonwealth Home Support Program and MY Aged Care.
- Previous experience with Xpedite or other customer management systems.
- A high degree of professionalism in contact with customers and effective interpersonal skills
- Demonstrated ability to work cooperatively as part of a team.
- Proven time management skills capable of planning and setting priorities

## ACCEPTANCE OF POSITION DESCRIPTION

*This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.*

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EMPLOYEE:

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DATE:

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MANAGER:

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DATE:

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