



POSITION TITLE:	Intake Worker
POSITION NUMBER:	HS074
POSITION LOCATION:	HAMILTON
CLASSIFICATION:	SCHADS Level 4 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	HEADSPACE HAMILTON/HEALTH SERVICES DIVISION
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy all will be supported to express their culture and enjoy their cultural rights. Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ^A+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ^A+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Health Services Division at Brophy provides early intervention health and wellbeing and AoD programs and services for young people across the south west region of Victoria.

Programs include Drug and Alcohol Responding Early (DARE), WILD adventure therapy interventions, Youth Enhanced Services (YES), Enhancing Mental Health Support in Schools Program, and headspace.

Brophy is the Lead Agency for the headspace Warrnambool centre and headspace Portland which is a satellite service governed by headspace Warrnambool. For further information about these centres, visit: [headspace Warrnambool | Youth Mental Health Centre & Services](#) and [headspace Portland | Youth Mental Health Centre & Services](#).

headspace is the National Youth Mental Health Foundation, supporting young people with mental health, physical health (including sexual health), alcohol and other drug services, vocational and educational support.

With a focus on early intervention, the headspace model is designed to work with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future.

During 2024/25, the Division will establish and launch a headspace Centre in Hamilton. Once established, the Centre will provide services across the four core streams of mental health, physical and sexual health, educational and vocational support, and alcohol and other drug services. For more information about headspace, visit: <https://headspace.org.au>.

For more information about the programs offered by the Health Services Division at Brophy, visit: [Our Programs - Brophy Family and Youth Services](#).

PRIMARY PURPOSE OF ROLE

The purpose of the Intake Worker position is to effectively engage, screen, assess, refer, provide evidence-based brief interventions and coordinate care for young people aged 12-25 years that contact or are referred to the headspace Hamilton Centre. This role will facilitate early help seeking behaviour and seamless access to early intervention health and wellbeing services across the headspace four core service platforms:

- mental health;
- physical and sexual health;
- alcohol and other drugs; and
- vocational and educational assistance.

As one of the first contact points for young people accessing the headspace Hamilton Centre, the Intake Worker will need to build a positive rapport with a wide range of young people, as well as their family and friends.

The Intake Worker will need to be skilled in assessing a young person's needs, including complex risk assessments and the ability to action a plan to mitigate any identified risk. The Intake Worker will participate in regular clinical supervision and will be required to present and discuss cases with the clinical team. This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries.

Key strategies to be employed will include:

- Undertake psycho-social assessments to identify presenting needs and formulate goals that are developmentally appropriate to young people's needs.
- Facilitate seamless access to services internally and externally to headspace.
- Within scope of practice and experience level, use evidence-based and assertive approaches to engage young people in early help seeking behaviour including counselling and group work, care coordination, family work and brief interventions.

- Provide interim support for those waiting for allocation for higher intensity interventions.
- Delivery of community awareness, mental health literacy and youth participation activities.

This position is expected to have a sound knowledge of the practise frameworks, principles and processes of relevant legislation pertaining to young people at risk. The position is required to undertake specific training in psychosocial assessment, risk assessment and management, in addition to Brief Intervention and Single Session models of intervention.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Intake Worker works as part of a multidisciplinary team, including allied health clinicians, community engagement workers, and operational staff within the headspace teams in Hamilton, Warrnambool and Portland. They will also work closely with the wider Brophy agency teams, local community and partner with youth and health services to provide holistic and integrated care.

The incumbent will have a commitment to deliver excellent customer service to a diverse range of young people who are at risk of physical health, mental health, AoD, and vocational and educational problems, along with the ability to engage family, friends and significant others in the care and treatment of young people.

As this position regularly engages with external stakeholders, the incumbent must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region.

The role requires the ability to travel throughout the South-West Victoria region, to work at Brophy offices in Warrnambool and Portland, and the delivery of an outreach service where required.

REPORTS TO

The position reports to and is supervised by the Clinical Lead – headspace Hamilton.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Use a range of assessments with young people to determine the health, wellbeing, social, and vocational and educational needs of young people at the headspace site, schools and other youth friendly environments.

- Actively facilitate referrals to other supports and services where appropriate.
- Identify risks to young people, and actively seek to manage these, including the use of safety plans, and collaboration with family and friends and other agencies as appropriate.
- Work collaboratively with the young person, their family and friends, the headspace team and other agencies to determine support or service needs and implementation of client care plans.
- Deliver evidence-based therapeutic early interventions within approved scope of practise, to young people and their supports, including single session and brief intervention therapies.
- Facilitate the use of interim support strategies, including digital supports, peer support, family support and secondary consultation for external supports.
- Facilitate the provision of information relating to mental health, drug and alcohol or other health issues to individuals, families and friends, and organisations through community awareness activities.
- Advocate on behalf of young people who are accessing headspace services, to improve access to services and grow pathways for support.
- Participate in client allocation and review processes to ensure coordinated access to service pathways.
- Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
- Maintain up-to-date client records and comply with data collection standards.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Provide a welcoming and responsive first point of contact for young people, their family, carers and other agencies seeking services.
- Promote the program's services and the Agency throughout the region. Represent headspace at local youth network meetings and activities as delegated.
- Develop and maintain effective working relationships with a broad range of stakeholders, including schools, and other agencies and services, to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Contribute to key performance indicators, measures and monitoring systems to ensure service outcomes are achieved and evaluated utilising Brophy's accountability framework.
- Seek regular consumer feedback regarding the effectiveness of the program's services.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Assist in ways to capture, communicate, and share innovative ideas and practices.
- Ensure you have access to, and comply with, legislation, standards, policies, practises, and procedures relevant to the program area.
- Participate in the collection of formal data and anecdotal community wisdom to inform ongoing planning and engagement activities. This includes utilising the resources of the Youth Reference Group to shape and influence the ongoing development of the Centre, its programs, and its processes.

Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation, evaluation and reporting are completed in a timely and accurate manner, including the entering and completion of hAPI worker and young person surveys.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- Tertiary level qualifications in human services, behavioural/social sciences, community services, psychology, social work, counselling, occupational therapy or other relevant health discipline which provides a sound understanding and knowledge of assessing and working with young people at risk, or;
- Diploma or Certificate level related qualifications in counselling, mental health, community services, along with demonstrated successful experience in an intake and assessment role within a multidisciplinary mental health setting or similar.
- A current driver's licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Knowledge of mental health as it relates to young people and discipline-specific intervention options for young people experiencing high prevalence mental health problems.
- Experience working with young people in a health, youth or clinical setting.
- Demonstrated ability to conduct comprehensive screening and assessments, identify and manage risk appropriate to role and to assist young people to access appropriate services.
- Ability to engage young people actively and assertively from a variety of backgrounds.
- Experience working in a multidisciplinary team environment, coordinating client care.
- Demonstrated ability in evaluation of service outcomes and continuous improvement performance.
- A high performer who displays initiative and is motivated in and enthusiastic in responding to change to achieve program outcomes.
- Demonstrated knowledge and understanding of appropriate legislation relevant to the role, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

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POSITION: Executive Manager – Health Services
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