



Position Description

Position Title	Intake & Triage Clinician
Division / Team	Client Services / Mental Health & Counselling Services / Early Intervention
Reports to	Early Intervention Lead
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Level 3
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	June 2026

About Ballarat Community Health Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery, and health promotion with a focus on service monitoring, review, and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services

Our Leading Principles Address health inequity and inequality
Improve the health and wellbeing of our community
Have impact and be sustainable.

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary

Ballarat Community Health have an established mental health and counselling team that is committed to offering supports in Ballarat and the surrounding community. We encourage collaboration across the broad range of programs available both internally and externally, while continuing to promote a multidisciplinary team approach to client care.

This role will perform intake responsibilities and service navigation within the Early Intervention stream to ensure we continue to offer a “no wrong door” approach to client care.

There will be an array of opportunities to apply skills including intake, assessment, client brief interventions and support, onwards referrals to appropriate services, and some short-term case management.

Principal Areas of Responsibility

- Be the first point of contact and provide excellent service for all mental health referral enquiries. This may include clients, carers, internal and external stakeholders
- Undertake comprehensive mental health assessments, including but not limited to identifying the client’s goals, gathering of detailed background information, conducting risk assessments, and determining the most appropriate treatments required
- Maintain privacy and confidentiality and ensure a non-judgemental approach
- Provide high quality engagement during the intake & triage process
- Escalate complex or high-risk cases to the Early Intervention Clinical Lead
- Participate in multidisciplinary team meetings, present client intakes and assessments, work collaboratively to support decision-making
- Foster a collaborative and success-focussed culture with colleagues
- Liaise with the broader team regarding care planning, referrals and progress to ascertain support needs and integrated referral pathways
- Utilise various client information management systems to receive and provide information regarding clients
- Maintain a working knowledge of current local service providers and support agencies
- Provide care coordination, including liaison with and referral to other services relevant to treatment goals
- Provide information to clients and staff about appropriate referral and treatment options

Reporting

- Maintain case notes, client records and other relevant statistics in the client information management system and other documentation as required in alignment with policy and funding guidelines
 - Ensure all data and reporting requirements are submitted in a timely manner
 - Support the program to achieve performance targets and to effectively measure outcomes
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Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice
 - Work closely with and under direction from the Early Intervention Lead
 - To practice in a manner consistent with the requirements of the relevant registration requirements and / or registration board
 - Continuing education to keep abreast of changes.
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Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
 - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
 - Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
 - Work within professional boundaries and relevant scope of practise at all times
 - Maintain relevant professional registration (where applicable)
 - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
 - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
 - Participate in compulsory BCH training programs
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - Attend and actively participate in meetings as required
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
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Qualification requirements

- Diploma or higher qualifications such as in Social Work, Community Services, Counselling, or other related discipline or a willingness to undertake a related course.
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Key Selection Criteria

1. Experience:

- Knowledge of, or ability to learn, intake and assessment processes and contribute to the development of individual treatment plans.
- Ability to build rapport and work collaboratively with clients to identify treatment and support needs, including recognising potential risk factors and escalating concerns appropriately.
- Knowledge of the current mental health system, including intake / triage / assessment skills
- Demonstrated high standards of organisation and co-ordination
- Understanding of the Stepped Model of Care approach to Mental Health service delivery

2. Interpersonal Skills:

- Excellent communication skills: with the ability to speak clearly, listen and consult with others, and adapt communication style to meet the needs of others
- Work alongside multidisciplinary teams, to meet the needs of the team and improve client outcomes.
- Demonstrated ability to engage a diverse range of people using a non-judgemental approach
- Ability to establish respectful professional relationships that have clear boundaries with clients, staff and partner organisations
- Strong ability to identify problems, areas of concern, or conflict, and have solutions to solve these problems.

3. Communication:

- Effective written communication skills which are clear and concise
- Excellent standard of communication skills including verbal, written, and listening.

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems.

- Ability to keep all documentation up to date and entered in a timely manner

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Display excellent adaptability and reliability skills
- Exceptional level of organizational skills, successfully juggling various components of this leadership role.

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
 - A demonstrated commitment to the principles of recovery and self-empowerment
 - Resilience, including the ability to adapt and respond to change and cope with challenges
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**Conditions of
Employment and
other relevant
information**

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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