



Position Description

Position Title	Intake Clinician – Integrated Alcohol & Other Drug and Mental Health
Division / Team	Client Services / Alcohol and Other Drugs
Reports to	Alcohol and Other Drug and Mental Health Clinical Integration Lead
Agreement / Award	As per contract of employment
Classification	As per contract of employment
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	February 2025

About Ballarat Community Health Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

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 The Step Thru Care program provides support for those across the Central Goldfields experiencing Mental Health (MH) and Alcohol and Other Drugs (AOD) concerns. The model is a partnership-led service intended to address co-occurring AOD and MH support needs, as well as independent AOD or MH support needs across the Central Goldfields catchment Area. Our partners include Maryborough and District Health and Central Highlands Rural Health.

The Intake Clinician will be an important member of a dynamic multi-disciplinary, multi-agency team. As the Intake Clinician you will be responsible for completing the initial intake and risk assessment if required. Other responsibilities may include comprehensive assessments, treatment coordination, care planning, case management, group work and discharge planning.

This role will be the initial contact for consumers, carers, and other professionals contacting BCH regarding the Step Thru Care program. This might be via phone, email or direct face to face contact.

This role will work closely with our existing programs in Alcohol and Other Drugs, and Mental Health within all agencies. The role will be based at Ballarat Community Health, with coverage across the whole of the Central Goldfields region.

Team Environment

Ballarat Community Health Mental Health and Alcohol and other Drug services offers a robust, multi-disciplinary team environment, with positive client outcomes always our priority. We nurture an innovative, learning environment which fosters optimal wellbeing for clients and our team members.

Principal Areas of Responsibility

- Improve overall health and wellbeing of clients
- Being one of the first points of contact for the program, excellent communication skills, ensuring friendly, welcoming, non-judgemental approach vital
- Flexible approach required, with the ability to problem solve, prioritising consumers needs
- Undertake a thorough intake assessment, including but not limited to identifying the client's immediate needs
- Deliver evidence-based treatment interventions as part of the treatment plan if required
- Provide care coordination, including liaison with and referral to other services relevant to the treatment goals, including social supports, community involvement and physical health needs if required
- Encourage and facilitate client, carer, family and peer worker involvement
- Foster a collaborative, success-focussed culture with colleagues as part of a multi-disciplinary team which operates across several organisations
- Work closely and collaboratively with the existing AOD and MH teams and services
- Provide secondary support to other members of the team, including the development of documents as required
- Participate in client outcome evaluation and service development
- Assist clients to navigate the complex AOD and MH community sector
- May require some out of usual business hours requirements

Reporting

- Complete and maintain appropriate clinical records and statistical reports according to the organisation's policy and funding body standards. All of which is to be done in a contemporaneous manner
 - Ensure all data and other reporting requirements of funding bodies are submitted as required, including the Initial Assessment Report (IAR)
 - Support the program to achieve performance targets and to effectively measure outcomes
 - Work closely with and under direction from the AOD & MH Clinical Integration Lead Role.
 - Where required, provide material for written reports to the CEO and Executive Manager Community and Public Health, including contributions for annual and quality of care reports, member newsletters and reports for The Board
-

- Scope**
- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
 - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
 - Continuing education to keep abreast of changes
-

- 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 always ensure alignment with the BCH values
 - Work within professional boundaries and relevant scope of practise at all times
 - Maintain relevant professional registration
 - 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
-

- Qualification and Immunisation requirements**
- Qualification in one of the following disciplines is preferred Social Worker, Mental Health, and Alcohol and Other Drugs or equivalent.
-

- Key Selection Criteria**
- 1. Experience:**
- Demonstrate extensive experience in clinical intake, assessment, and triage skills, across the whole of age spectrum
 - Experience in providing MH and/or AOD interventions and short term or brief interventions or treatment
 - Experience working in an environment with a focus on clients with complex needs
 - Understanding of current community health system, local service providers and stepped model of care.
 - A strong understanding of and commitment to the social model of health
- 2. Interpersonal Skills:**
- Well-developed communication and interpersonal skills, including the capacity to successfully manage difficult situations
 - Ability to achieve positive outcomes in a fast paced but flexible environment
 - Previous experience with and a passion for inter-departmental collaboration and effective teamwork
 - Possess a fun, hardworking, innovative personality structure that is passionate regarding positive client outcomes
- 3. Written Communication:**
- Strong written communication and report writing skills
-

4. Computer Skills:

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

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
-

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.
 - 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.
-