

## Alexandra District Health - Position Description

<b>Position Title:</b>	Intake Worker
<b>Directorate/Team:</b>	Primary Health
<b>Classification/Award:</b>	Community Development Worker Class 1. Allied Health Professionals Single Interest Enterprise Agreement
<b>Date Approved:</b>	March 2015
<b>Approved by:</b>	Chief Executive Officer

### ALEXANDRA DISTRICT HEALTH

Alexandra District Health (ADH) is the major health service organisation within the Shire of Murrindindi and has a long and proud history in health related service provision to the area, providing inpatient and outpatient services including specialist medical services, operating theatre services, radiology, pathology and district nursing. In addition, the hospital delivers community health services including a wide range of allied health and health promotion services.

### ORGANISATIONAL RELATIONSHIPS

**Reports to:** Manager Primary Health  
**Manages/Coordinates:** Not Applicable

### KEY RESPONSIBILITIES AND DUTIES

The Intake Worker is responsible for performing the duties of an intake worker, and completing Initial Needs Identification (INI) for all Primary Care (PC) referrals. In addition, the role is the clearing house for referrals from the acute ward to community health clinicians.

The roles and responsibilities of the Intake Worker are:

- Follow the guidelines of the Victorian Service Co-ordination system for all referrals into Community Health, noting priority access requirements.
- Assesses referrals and clients' needs by completing with the client an initial needs identification
- Following the completion of INI processes, open an episode of care, if client not currently a registered client with an active episode of care.
- Record all activity in the Log book of referrals received, recording the outcome and appointment in red.
- Enter details into the UNITI software system.
- Enter the appointment into the UNITI Booking system and advise client and clinician of appointment.

### SPECIALIST SKILLS AND KNOWLEDGE

#### Essential

- Relevant clinical qualification
- 3- 5 years' experience working in a primary care setting
- Knowledge of software package to undertake recording of activities

## KEY SELECTION CRITERIA

- Excellent interpersonal skills- active listening and non-judgemental
- An appreciation and clinical understanding of the broad range of disciplines (allied health and nursing) and their scope of practice, in an integrated health setting
- Capacity to liaise effectively in a multidisciplinary team environment
- Provide accountability and integrity in the conduct of the role
- Current knowledge of the health and community services service provider systems to facilitate referrals processes.

## MANDATORY COMPETENCIES

The employee will meet the mandatory clinical and non-clinical competencies under the ADH mandatory competencies program.

The employee will be required to show evidence of successfully completing the ADH mandatory competencies, within the first six weeks of commencing the position.

It is expected at ADH that each employee must successfully complete mandatory competencies at least annually (where relevant).

Participate in the annual performance appraisal process.

## ORGANISATIONAL MISSION, VISION AND VALUES

**MISSION:** Great healthcare, locally.

**VISION:** Partner with our community so together we create excellence in rural healthcare.

**VALUES:** Alexandra District Health staff work with each other according to the ADH values “**ADH CARES**”. The detail of these values is listed below and the behaviours expected against these values required when working for or representing ADH.

These values include:

### **Accessible:**

- create a welcoming environment for all
- be responsive to community needs, inclusive of diversity
- provide information in a form that is easy to understand
- be responsive and creative to the changing needs of our community

### **Dedicated:**

- go the extra mile for the people who attend our health service
- take pride in everything we do
- strive to do our best each and every time
- take action and find a solution to a problem

### **Holistic**

- consider the treatment of the whole person, considering mental and social factors, rather than just symptoms of a disease
- consider all aspects of a person's health care journey
- strive to provide a complete service within our capabilities
- Work collaboratively to reach a desired goal

### **Compassionate**

- be sympathetic and show care to patients, visitors and staff
- have empathy and make every effort to understand individual needs
- involve people in the decisions that affect them
- put ourselves in someone else's shoes

### **Accountable**

- take responsibility for our actions
- ensure knowledge and adherence to ADH policy and procedures
- ensure we make decisions based on all relevant facts
- manage our resources to ensure an efficient health service

### **Respect**

- value the worth of each and every person
- consider the views and ideas of others
- treat others how we expect to be treated
- maintain the privacy and confidentiality of others

### **Excellent:**

- continuously strive to do better, learning from our mistakes
- be innovative in evidence-based healthcare
- strive to inspire and empower others
- do our best, each and every time

### **Safe:**

- Ensure a safe health service for all patients, staff and visitors
- report issues of concern of risk and take action
- work within our scope of practice
- provide an inclusive environment for all.

## **OCCUPATIONAL HEALTH & SAFETY**

All staff are expected:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. In addition, staff have the following responsibilities:
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to the supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in Alexandra District Health OH&S policies

## **SPECIAL REQUIREMENTS**

- All staff will be required to satisfactorily complete a Police Records Check prior to commencing employment.
- All staff will be required to have a Working with Children's Check
- All Employees are required to advise the ADH People and Culture Department of any changes that may affect the current Police Records check status, and advise Management immediately.
- Where an employee is required to drive a motor vehicle, each employee shall hold a valid driver's licence.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to a position.
- All employees of ADH are bound to work according to the policies and procedures of Alexandra District Health, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time.

- All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.
- ADH is committed to promoting a culture of trust, integrity and honesty in the services it provides to its community, and in the administration of those services. To achieve the best health and wellbeing for its community, ADH needs to be able to provide support and services without fraud or corruption and reducing the ability or resources to achieve this goal.
- All employees must comply with legislation, policies and lawful instructions in the performance of their work. All employees must report to their Manager, CEO or the People and Culture Department any workplace behaviour that violates any law, rule or regulation, or represents corrupt conduct, mismanagement of public resources, or is a danger to public health or safety, or to the environment.

I acknowledge:

- That I have read and fully understand the Position Description of the position.
- I agree that I accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That ADH may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ (Date) \_\_\_\_\_

\_\_\_\_\_  
(Print Name)