

Position Description

Intake Program Co-ordinator

Position No:	NEW
Business Unit:	The Bouverie Centre
Division:	Psychology & Public Health
Department:	The Bouverie Centre
Classification Level:	HE07 - \$88,489 - \$97,344
Employment Type:	Fixed-Term, 3 years
Campus Location:	Brunswick
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Description

La Trobe University

The Bouverie Centre (Bouverie) is a values-based Practice-Research Centre of La Trobe University, within the School of Psychology and Public Health. Bouverie is also funded by the Department of Health (DH) as a clinical demonstration centre, providing services to families where a member suffers a mental illness or alcohol and drug, and statewide training to the mental health workforce. As an integrated Practice- Research Centre, our research aims to understand how relationships and circumstances affect abilities to develop well, to care for ourselves and others, and to manage challenging times, at all stages in life, in all cultures, for all people. We work closely together with stake-holders to create meaningful research findings that support the well-being of individuals and families, and serve multiple practice, policy, public health, and research purposes.

A large School within the College, the School of Psychology & Public Health undertakes teaching and research across a broad range of disciplines, including: Family Therapy; Art Therapy; Rehabilitation Counselling; Psychology; Counselling; Neuroscience; Public Health; Digital Health and Analytics; Health Information Management; and Ergonomics, Safety and Health. The School currently comprises seven academic units: the Department of Public Health, the Department of Psychology and Counselling, the Centre for Alcohol Policy Research (CAPR), the Centre for Health Communication and Participation (CHCP), the Olga Tennison Autism Research Centre (OTARC), the Australian Research Centre in Sex, Health and Society (ARCSHS) and The Bouverie Centre.

The Bouverie Centre

Healthy relationships in families, organisations and communities

Established in 1956, The Bouverie Centre is a systemic practice-research organisation that draws on its history of bringing Family Therapy to Australia to promote its vision of healthy relationships in families, organisations and communities. The Centre is a value-based learning organization that integrates clinical, workforce development, academic and research. The Centre receives recurrent funding from The Department of Health and Human Services and generates fee-for-service income.

Re-launched as a Research Centre within the School of Psychology and Public Health, La Trobe University, in 2018, Bouverie embodies the four cultural pillars of the University; we are connected, innovative and accountable, and we care.

A major strategic task over the next decade years is to build the research program's capacity, articulate the Bouverie approach to research and integrate this program into the Centre's current work, culture, and values.

With the addition of research capacity to the Centre's systemic expertise, long standing relationship with health and welfare services, in particular Victorian mental health and alcohol and drug services, and proven ability to engage new service systems, we will further grow Bouverie's capacity to have positive real-world impact.

These developments will be guided by the following principles:

- A systemic perspective that appreciates relationship and context
- A non-blaming appreciation of complexity
- A recognition of the importance of culture, trauma, and family sensitivity
- Integration of evidence-based practice; practice-based evidence and values-based practice
- Collaborative processes such as co- design, co -production and co-evaluation
- The valuing lived experience
- Real world impact and sustainable change

Position Context

The Intake Program Coordinator provides the essential first clinical contact with family members seeking therapy at the Bouverie Centre, conducts a detailed assessment regarding suitability for our clinical research services and where families are not offered an appointment provides up to date and relevant referral information. The Intake Program Coordinator maintains a client database and provides Family Therapists with essential client family information as well as supporting and training Administration Team members in their direct role with clients/families.

The Intake Coordinator assists with recruitment of families into Bouverie's Clinical Research Studies, the student clinical program, liaises across our practice-research teams, and collects, collates, and presents data and information about the work of the Intake Program.

The Intake Coordinator, with the support of the research team, provides basic statistics about the demographics of Bouverie client families. And may have the opportunity to participate in the walk-in together clinical service.

Key Areas of Accountability:

- Take telephone referrals and make assessments about the suitability of referrals for our clinical research services or re-refer as appropriate. Provide occasional face-to-face intake interviews.
- Maintain the clinical client family data base and accurately gather and report on statistical and other information for the purposes of Service Plan reporting, clinical evaluation, Specialist Clinical Teams model development and research.
- In conjunction with the Clinical Program Manager, coordinate activities of (1-2) Intake Program Workers.
- Liaise with Family Therapists and Administration Team regarding client family information and attend other team meetings as required.
- Along with Clinical Team members, provide clinically focussed training, support and debriefing to the Administration team members who have direct contact (in person and via telephone) with clients/families, who may present as distressed/upset or mentally unwell.
- Develop and maintain up-to-date resource and referral information including the referral data base and liaise with referring agencies and private practitioners as appropriate.
- Undertake special projects or other duties within the designated function of the position as requested by the Program Manager – Clinical, as required.
- Undertake co-ordination activities as required, for example, assist with the management of issues as they arise with the program (policies, procedures, staffing); facilitate the connection between Intake and other parts of the organisation; implement any changes to policies and procedures related to Intake; take an active role in recruiting families into our clinical research studies, and liaising with the research team.
- Participate in organisation wide events and contribute to the positive culture of the Centre.

Essential requirements

- A degree in appropriate health or welfare field, which includes some form of counselling
- Knowledge of family therapy/systemic approaches and the ability to carry out a 'systemic' interview with individuals who are wanting to bring their family for therapy

- Excellent interpersonal skills and some experience with telephone counselling
- Some knowledge of and experience dealing with referring agencies within the health and welfare system
- A high level of organisational ability, proficient computer skills, some experience with client data base management and contributing to evaluation and research activities
- Demonstrated ability to work in a team and to support Administrative staff with client related matters

Desirable Attributes

- A postgraduate qualification in family therapy and experience in counselling/therapy with families
- Data entry and data analysis capability
- Familiarity with basic research processes such as recruitment of research participants and writing ethics applications

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- Hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- Take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: JB Date: 01.12.2021