

Position Description

Title	Intake and Assessment Worker
Business Unit	headspace Horsham
Location	77 Hamilton Street, Horsham
Employment type	Full-time, Ongoing
Reports to	Team Leader Clinical Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills, and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

About headspace Horsham

Headspace provides counselling and support to young people from 12 - 25 years. The centre is a safe zone for young people to access support for mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support. The service covers issues such as relationships, bullying, anxiety, depression, substance use and uncertainty about future plans.

Headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation, and gender identity.

Headspace promotes and encourages a Family and Friends Inclusive and Participation Practice focus which is integrated into headspace Horsham's services framework approach.

Headspace Horsham is operated by Uniting Wimmera. All headspace centres are funded by the Australian Government Department of Health. Administration of funding is carried out by the local Primary Health Network, in this case, Western Victoria Primary Health Network.

Position Description

Intake and Assessment Worker

1. Position Purpose

The purpose of the Intake and Assessment Worker position is to effectively engage, screen, assess, refer, provide brief interventions and coordinate care for young people aged 12-25 years that contact or are referred to the headspace Horsham centre.

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

The Intake Assessment Worker will need to be skilled in assessing a young person's needs, including complex risk assessments, with the ability to action a plan to mitigate any identified risk. The Intake Assessment Worker will participate in regular clinical supervision and will be required to present and discuss cases with the clinical care team.

The Intake Assessment Worker works under the direction of the Team Leader Clinical Services and is an integral part of the headspace Horsham team.

2. Scope

Budget: Nil

People: All staff at headspace Horsham

3. Relationships

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent **headspace** and **Uniting Vic Tas.** to the public, community, government and other organisations.

Internal

- Other members of the headspace team including Youth Reference Group
- Senior Clinical Advisor
- Team Leader Clinical Services
- Team Leader Centre Operations
- Executive Officer Western Community Services
- Other Uniting Vic Tas. staff

External

- Practitioners providing services through headspace Horsham and headspace National
 - Western Victoria Primary Health Network
 - Tertiary services
 - General Practitioners
 - Other community organisations
 - Schools
 - Employment agencies
 - Mental Health Service organisations
-

Position Description

Intake and Assessment Worker

4. Key Responsibility Areas

Service Delivery

- Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth-friendly manner.
- Conduct intake assessments of young people presenting to the headspace Horsham centre using the relevant headspace tools, ensuring that all progress and results of the assessments are well documented.
- Conduct comprehensive risk assessments including risk of deliberate self-harm and suicide, harm to or from others and any other risks related to presenting vulnerabilities.
- Developing action plans to mitigate identified risks, and providing follow up support and referral for treatment. Appropriately report high-risk clients to supervisor for appropriate action.
- Refer young people to appropriate internal and external services as appropriate and provide follow-up support in line with headspace Horsham guidelines.
- Provide brief interventions to a small caseload of young people with mild to moderate mental health presentations.

Reporting

- Closely monitor client records and care plans ensuring they are up-to-date and meet quality standards and complete statistical and other information requirements in a timely and accurate manner.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational and funding body requirements.
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services at the headspace centre.

Quality and Risk

- Contribute to the vision, strategic planning, and relevant policy development for the headspace centre and actively participate as a member of the leadership team.
- Ensure compliance with relevant quality and safety professional and healthcare standards.
- Foster and promote a continuous learning environment that responds to the needs of services.
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with headspace and Uniting procedures.
- Identify and participate in personal development that ensures the continuing high delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.

Position Description

Intake and Assessment Worker

- Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.
 - Other duties consistent with the position where required and/or requested by management from time to time.
-

5. Person Specification

Qualifications

- Tertiary level qualifications in health, behavioural/social sciences, community services, or a related discipline that provides a sound understanding and knowledge of assessing and working with young people at risk. (Preferred)

Experience

- Demonstrated ability and experience in intake and screening activities, including comprehensive assessments to determine the needs of young people presenting to the service, and to assist young people to access appropriate services.
- Demonstrated knowledge of relevant therapeutic interventions, for example cognitive behavioural therapy.
- Conduct comprehensive risk assessments including risk of deliberate self-harm and suicide, harm to or from others and any other risks related to presenting vulnerabilities. Demonstrated ability to develop action plans to mitigate any identified risks.
- The ability and experience to be able to deliver brief intervention where required.
- Experience in the youth and/or mental health sector.
- Experience working with clients who have severe and complex mental health issues, as well as young people at risk of suicide and violence.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

Knowledge and skills

- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Highly developed verbal and written communication skills.
- Exceptional interpersonal skills with the ability to work with a diverse range of people.
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and database applications.
- High levels of professionalism, confidentiality, discretion and the ability to adapt to changing work environments and requirements.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Well-developed knowledge of young people's developmental stages, youth mental health issues, drug and alcohol issues and issues currently impacting on young people's wellbeing.

Position Description

Intake and Assessment Worker

- Operates with a high level of individual integrity, responsibility and professionalism. Has the capacity to be a consistent and reliable role model within the team.
- Demonstrated experience of consulting and collaborating with other professions and networks to improve client outcomes.
- An understanding of rural issues impacting on young people's wellbeing.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: