


# Eastern Melbourne PHN Position Description

<b>Position</b>	Intake Officer*	 <p><b>phn</b> EASTERN MELBOURNE An Australian Government Initiative</p>
<b>Business Area</b>	Primary Care Services	
<b>Reports to</b>	Manager Mental Health Intake	
<b>Location</b>	Croydon	
<b>Direct Reports</b>	Nil	
<b>Version and Date</b>	Ver:3 May 2016	

The EMPHN Board have endorsed the following principles which will guide the development and implementation of its business model:

EMPHN will:

- Build and use evidence to underpin innovation in models of care and reform in the health system which promote optimum health outcomes for the population.
- Ensure equitable access by the communities within the catchment
- Strengthen primary care and facilitate coordination and integration between professional groups, care providers, education providers (specifically the tertiary sector and Universities) and researchers across the system
- Engage communities and patients in the design and evaluation of services
- Develop effective partnerships to reduce duplication and maximise expertise.

**Our Values:**

**Leadership** We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in improving health care.

**Understanding** We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.

**Collaboration** We enable those who touch the system to design the system through sharing knowledge, evidence, experience and expertise. We work together across teams for shared outcomes.

**Outcomes** We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste.

## Primary Purpose of the Position

The purpose of the position is to process all incoming referrals and to provide assistance to stakeholders to ensure clients are allocated to the most appropriate health program in an efficient and timely manner.

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## Core Competencies/Key Selection Criteria

### Mandatory

- Demonstrated expertise in a similar role.
- Have an understanding of the pathways and requirements for each program and where a referral may need further oversight and the ability to escalate these further.
- Good understanding of the health service system and ability to support referrers and consumers to navigate the system to access appropriate care.
- Understanding of issues present in referrals of people with mental health conditions and how these issues might drive the person's care needs.
- Highly developed skills in Microsoft Office
- Well-developed organisational skills
- Highly developed interpersonal skills
- Ability to engage with a large range and volume of stakeholders including medical and allied health practitioners and consumers
- Excellent phone manner
- Ability to become confident and competent with new processes, systems and software

### Personal Qualities

- Capacity to remain calm at time of high work volumes
- A commitment to achieving the best outcomes for consumers
- Ability to work independently and as part of a team
- Strong relationship skills and a persona which models the organisation's ideals
- Innovative, resourceful and adaptive to change.
- Ability to be self motivated
- Ability to work independently and within a team.
- A solution-focused approach, being flexible and responsive to the needs of our clients, colleagues and external stakeholders.
- Drive to achieve.
- Can do attitude.
- Ability to problem solve.
- Flexibility and an ability to think laterally.

### Desirable Knowledge and Skills

- Experience in data management systems.

### Key Accountabilities

- Process all referrals for all programs in accordance with prescribed policies and procedures.
- To provide referral and service system advice to GPs and other health professionals.
- Receiving referrals and allocating appropriate referrals.
- Processing referrals to Fixus.
- To assist stakeholders in understanding and using eligibility criteria and referral processes associated with programs associated with EMPHN Intake.
- Provide support for registered any clinicians, MH Nurses, eligible organisations and AHPs in navigating the FIXUS client information system.
- Using prescribed clinical flags, identify referrals that need review, and forward those flagged referrals for clinical review.
- Enter all data on FIXUS to facilitate client intake, review and discharge.
- Work collaboratively with team members, colleagues and external stakeholders.
- Any other admin tasks as required by the Intake Manager.

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## Expectations of All Staff

All staff within the EMPHN are expected to:

- comply with EMPHN policies and procedures
- in particular comply with EMPHN policies and procedures in relation to privacy, patient records and patient and organisational confidentiality both while employed by the PHN, and at all times thereafter
- comply with all Work Health and Safety legislation and regulations
- comply with all other Commonwealth and State legislation relevant to the organisation
- work in a collaborative fashion with GPs, practice staff and stakeholders and internal stakeholders
- uphold and enhance the reputation of the EMPHN
- maintain the highest level of integrity in the conduct of EMPHN business

\*TBC