

## Brimbank Local Intake and Assessment worker

<b>position number</b>	PXXX
<b>status</b>	Full Time, on-going (FT)
<b>network</b>	Services
<b>agreement</b>	Social and Community Services Agreement
<b>classification</b>	SACS Employee Level 4 PP1
<b>reports to</b>	Intake Coordinator

<b>about us</b>	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
<b>what we do</b>	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
<b>our organisation</b>	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
<b>our people</b>	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
<b>diversity and inclusion</b>	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click <a href="#">here</a>

## network overview

### Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, and northern and western suburbs.

## position overview and purpose

The Brimbank Local Intake and Assessment Worker is instrumental in creating and providing a timely, positive, highly responsive, and seamless experience for clients accessing the Mental health and Wellbeing Local.

The Intake and Assessment Worker is the designated point of contact for all potential clients, their families and/or representatives providing a responsive service to move them through the pre-engagement process to service delivery. The position is responsible for the implementation of a coordinated intake process that identifies client support needs, assessment and the collation of client specific data.

The position will support an integrated mental health service model to increase access to programs and services to achieve health and wellbeing outcomes for people with mental health and social and emotional wellbeing needs and substance use, This will include assessing and coordinating incoming and outgoing referrals within relevant programs and services.

## key accountabilities

### Timely and responsive client access experience

- Conduct Intake screening and referral coordination, including completing relevant assessments, monitoring, reviewing and allocating incoming referrals, ensuring clients are followed up and referrers are contacted in a timely manner.
- Ensure that urgent matters are transferred quickly and effectively in line with Intake procedure
- Coordinate, update and review referral waitlists for programs and services
- Respond to enquiries/requests for information and services related to Brimbank Local
- Develop advanced safety planning and crisis interventions to meet the needs of young people with multiple and complex needs.

### Data Quality

- Enter information and data into relevant data management systems in an accurate and timely manner in accordance with guidelines and procedures
- Maintain up to date client and other records

	<ul style="list-style-type: none"> <li>• Manage and maintain appointment scheduling for intake and service providers.</li> <li>• Ensure Intake information is transferred to the relevant team/section/staff member and appointments are made to facilitate effective services</li> </ul>
<b>Service navigation</b>	<p>Manage the seamless flow of clients to services which includes:</p> <ul style="list-style-type: none"> <li>• Assisting people to identify their support needs and develop a pathway through the Brimbank Local Integrated Model.</li> <li>• The completion of an initial needs identification for people accessing services for the first time or seeking services for additional needs</li> <li>• Assisting clients to understand, navigate and access health and community services (both internally and externally)</li> <li>• Assessing eligibility and where necessary, priority for Brimbank Local services;</li> <li>• Providing clients with appointments or placing them on the appropriate waiting list/s.</li> <li>• Handling calls and requests to reschedule and/or cancel appointments</li> <li>• Management of external referrer requirements around acceptance of referrals and communication</li> <li>• Attend relevant Care Discussion and Referral Allocation meetings</li> <li>• Other duties as reasonably directed by Intake Coordinator</li> </ul>
<b>Client file notes</b>	<ul style="list-style-type: none"> <li>• Maintain appropriate electronic health records, including up-to-date client file notes according to the Health Records Act and cohealth service protocols</li> </ul>
<b>quality and continuous improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures.</li> <li>• Contribute to the implementation and improvement of the quality systems within the Brimbank Local and ensure compliance with documented procedures and processes.</li> </ul>
<b>Health and safety compliance</b>	<ul style="list-style-type: none"> <li>• Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers).</li> <li>• Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment.</li> <li>• Take corrective action to remedy safety hazards or risks and restore a safe working environment</li> </ul>

## position requirements

- A tertiary level degree in Social Work, or a related discipline or commensurate work experience in the community services sector.
- A thorough understanding of Mental Health intake and assessment
- Excellent communication, interpersonal and problem-solving skills, encompassing verbal, written and ICT.
- A commitment to culturally safe, inclusive, and person-centred care
- Strong collaboration and communication skills
- A belief in the power of dignity, justice, and belonging for all
- Knowledge of Community Health services, other health and community services
- Courteous, respectful, friendly and professional services to all clients and users
- Demonstrates ability to relate to people from diverse social and cultural backgrounds
- High level of IT competency including Microsoft Office, and use of client management systems (e.g. TrakCare)
- Time management, planning work priorities to meet the requirements of the position
- Takes initiative, acts with confidence and works well under own direction – as well as part of a team
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category C

## key selection criteria

- A tertiary level degree in Social Work, or a related discipline or extensive experience working in the community services sector.
- Demonstrated excellent customer service experience
- Proven administrative and organisational skills with an ability to work autonomously and as a part of a team.
- Experience and demonstrated understanding of health and community services and resources available to clients.
- Ability to manage varied high priority tasks within limited time frames.
- High level interpersonal skills and ability to support others with day to day problem solving.
- A positive, solution focussed, enthusiastic and energetic person who is committed to working collaboratively with the clients, coworkers, and other stakeholders to best achieve program objectives.
- High level IT / computer skills, including experience in the use of client management systems.
- Proven ability to elicit initial needs from clients and identify broader needs as appropriate.
- Strong belief and personal alignment in cohealth Values and Mission

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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