

## Mental Health Intake Officer

- **Mascot location / Working from Home Available**
- **Close to train station!**
- **Salary packaging available**
- **Full time position.**

### About us

Central and Eastern Sydney PHN is a Not-For-Profit Primary Health Care Organisation covering Sydney Local Health and South Eastern Sydney Local Health District regions.

Our aim is to increase the efficiency and effectiveness of primary health care services for patients particularly those at risk of poor health outcomes; and improve coordination of care.

PHNs are new and exciting additions to the primary health care landscape. You can find out more about this PHN at [www.cesphn.org.au](http://www.cesphn.org.au).

### About the Role:

The Mental Health Intake Administration Officer is responsible for supporting the Mental Health triage clinicians and clinical services team with the processing of referrals to the mental health and suicide prevention services commissioned by Central Eastern Sydney PHN (CESPHN). This involves administrative tasks including data entry, as well as a large customer service component involving direct communication with referrers and the general public. The Mental Health Intake Officer is responsible for handling telephone and email enquiries, providing alternative referral options to referrers and general assistance.

In accordance with a stepped care approach, the Mental Health Intake Officer will play a key role in promoting a person-centred, recovery-oriented approach to delivering program support to consumers, carers and their families, in addition to providing assistance to ineligible clients throughout the referral process.

### Your key external stakeholders are:

- Local health districts
- Local hospital networks
- Sector peak bodies
- Consumer peak bodies
- Commissioned service providers
- Research and evaluation organisations
- Service participants and carers
- Community members

### Key Responsibilities

- Act as the initial contact for information and referral to CESPHN commissioned programs and services including Psychological Support Services (PSS) and the Primary Integrated Care Services (PICS).
- Provide clear, accurate and relevant support, resources, advice and information to clients, staff and external stakeholders.
- Provides follow up of GP and other referrer enquiries relevant to the programs
- Promote and educate referring organisations and clients on CESPHN commissioned programs, services and eligibility requirements.
- Enter mental health referrals into the client information system (CIMS)
- Administer eligibility screening, allocate referrals to the most suitable provider and ensure all relevant information is recorded accurately in the CIMS.

- Ensure all referrals and associated data are processed accurately and efficiently within allocated timeframes.
- Provide referral pathways to ineligible clients, liaising with General Practitioners (GPs), Provisional Referrers, consumers and carers.
- Facilitate accurate reporting through input of invoices and service data, conducting regular reviews and audits to ensure adherence to industry best practice.
- Develop collaborative working styles with key stakeholders, partners and the community to maintain effective working relationships.
- Work as part of the Mental Health Intake team and broader Clinical Services team to proactively identify and respond to quality improvement needs.
- Support the change management process and relevant transitional requirements for commissioned services.
- Participate in internal and external meetings and sector events, presenting, minuting and chairing as required.
- Provide induction, training and ongoing support to providers in the use of relevant CIMS, data bases and workflow processes.
- In collaboration with the Clinical Lead, contribute to the development of guidance documents, templates, forms and processes which support data collection and the monitoring and evaluation processes.
- Ensure consumers' rights are protected adhering to legislative and regulatory compliance related to privacy and confidentiality at all times.
- Perform other duties commensurate with skills and experience as required.

Please address the selection criteria in your cover letter or your application will not be considered.

You must address the criteria in your cover letter and send your cover letter and resume to: [recruitment@cesphn.com.au](mailto:recruitment@cesphn.com.au)

**Closing date: 30 November 2020**

If you have any questions about the role contact **Belinda Ivanovski 02 9304 8681**

CESPHN is an equal employment opportunity employer committed to equity, diversity and social inclusion. Applications are encouraged from Aboriginal and Torres Strait Islander people.

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INFORMATION  
AND TO DOWNLOAD THE  
POSITION DESCRIPTION**