

POSITION DESCRIPTION

Position Title	Triage Clinician
Program Division	Mental Health
Team	The Triage Clinicians works alongside: <ul style="list-style-type: none"> • Other Program Managers whose programs are covered by this role • The Service Access and Support team who are managed by the Program Manager Service Experience
Position number	VAC0540
Classification Grade & Level	Admin Officer Grade 4, Level 1
Enterprise Agreement or Award applicable	Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015
Employment details	Part-time: 0.6 FTE (Potential for increase in EFT) Fixed Term: 31/12/2019 (Potential for extension) Fixed term reason: Specific Project or Purpose
Position reports to	Program Manager, Mental Health Services
Ordinary location(s)	South Melbourne and other sites as requested
Closing Date	Monday 4 th February 2019 @ 9am
Recruitment contact	Email: recruit@starhealth.org.au

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information: <http://www.starhealth.org.au/>

Star Health offers a comprehensive and industry leading suite of Employee Benefits

See <https://www.starhealth.org.au/careers/employee-benefits/> for information.

Purpose of Position

This role will support Star Health to deliver first call resolution and reduce waitlists for clients presenting with complex needs. You will work collaboratively with the Service Access and Support team, as well as clinical teams for whom you triage to ensure that there is accurate first call resolution for clients. This role will initially triage for the following Star Health services, with other services integrated into this role as required over the next year:

- Generalist and family counselling
- Family Violence women's counselling
- Men's Behavioural change

- Community Mental Health Services (Multiple programs)
- Case Management (Multiple programs)

Key Responsibilities

Triage Complex Care Clients

- Triage clients using an understanding of Star Health's service offerings and triage approach to determine where a client should start across the services listed above and other programs as progressively assessed as suitable for this role
- Where possible make an appointment for these clients and book into the case management system and where needed the clinician's diary (Track and other as required)
- Ensure efficient and timely responses to queries about potential referrals and transfers according to agreed service standards
- Provide effective and efficient triage informed by presenting risk, needs and best matched service response
- Maintain timely and accurate client and program records and statistics as required
- Promote informed decision making at all times, including informing clients of their rights and responsibilities in relation to Star Health, and under relevant legislation relating to the programs
- Understand all services Star Health offers to ensure the client is able to commence with Star Health in the most appropriate location, that may mean referring to services this role does not triage. This will include GP, Dental, Allied Health, AOD, NDIS, and Child, Youth and Families as these service areas have different, often central, intake processes
- Support referrers, clients, family/carers and the community to access relevant programs and other community services as most appropriate to their needs

Develop and document work instructions and communication materials

- In partnership with the Program Managers, take a lead role in the planning, implementing and evaluating the service
- Contribute to service design of this area in collaboration with the relevant service Program Managers and Program Manager Service Experience, this includes developing work instructions, training, communications and policies or procedures
- Refine intake practice processes and referral pathways as required
- Keep Service Access and Support informed in a proactive and timely way
- Contribute to the development of marketing material and information packs
- Contribute to developing and delivering training for Service Access and Support
- Maintain up to date service mapping for the geographic service areas covered by Star Health to ensure that we can refer out of the organisation and provide that to the Service Access and Support team to support their ability to respond to client needs

Work with Service Access and Support Team to improve the client experience

- Co locate with the Service Access and Support team to build relationships and share knowledge
- Advise Service Access and Support team of service changes to be updated in the knowledge management system
- Work with the Program Manager Service Experience who manages the Service Access and Support Team to develop, maintain and deliver training in complex care services so they can provide a better front line customer service to clients
- Feed back to the Program Manager Service Experience on potential areas for improvement in how the Service Access and Support team are following agreed processes, including completing an initial registration at first contact given implied consent

Work with other program and service areas to improve client outcomes

- Adhere to all relevant current internal and external policy and practice frameworks and standards discipline specific practice standards and codes of ethics
- Work with all services in scope for this role to ensure all Trak and Outlook diaries are open and visible and an agreed

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number of assessment appointments are available in diaries

- Build relationships with other new and emerging service teams to grow the role and support the organisation to determine which services may benefit from being part of this role
- Work with Coordinators to ensure teams diaries are open and visible
- Work with service Program Managers to ensure that each service team has a screening back-up role available to act as back up for the triage clinician, with the Coordinator providing support as required
- Evaluate how suitable the initial of placement of the client was in conjunction with services and embed improvements

External relationship development

- Build relationships with referrers who refer into the service to make it easy for them to use Star Health

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]

Essential	<ul style="list-style-type: none"> ● Post-secondary qualifications in mental health, counselling, psychology, AOD or similar discipline
Preferred	<ul style="list-style-type: none"> ● University Degree in Psychology or Social Work or similar discipline ● Proficiency in a community language will be highly regarded
Professional Membership(s)	Membership of Australian Psychological Society, the Australian Association of Social Workers or Australian Community Workers Association or similar Professional Association will be highly regarded.

Key selection criteria – Essential

Knowledge and skills	<ul style="list-style-type: none"> ● Significant experience in triaging clients with complex needs in a community setting ● Experience in working with, and sensitivity to, a variety of cultures, including the use of interpreters ● Demonstrated ability to use a client centred approach to engage and support clients with multiple needs to achieve whole of person outcomes. This may entail knowledge and application of relevant needs assessments, including risk assessment and dual diagnosis for the purposes of information and triage. ● Working knowledge of the service systems associated with the scope of this role and networks in the geographic areas of service covered by Star Health ● Demonstrated ability to collaborate, engage and negotiate with a diverse range of clients and other relevant individuals and agencies across the community, acute and sub-acute services ● Demonstrated commitment and experience in the principles and practice of consumer empowerment ● Able to acquire knowledge of Star Health services quickly and efficiently, as well as a knowledge of the community, needs and service offerings quickly and efficiently ● Ability to foster, maintain and enhance partnerships/stakeholder relationships. Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate
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Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR

Protecting Children Policy Information	<ul style="list-style-type: none"> ● Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health staff.
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Organisational Responsibilities

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Personal qualities	<ul style="list-style-type: none"> ● Resilience - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems ● Continuous Quality Improvement - Identify continuous quality improvement opportunities and act upon when/where relevant ● Highly developed interpersonal skills and the ability to influence staff at all levels ● A collaborative approach and the ability to engage a range of services ● Can do attitude and takes accountability for their work ● Ability to manage diverse workload and meet competing deadlines
Other Licence(s)	Unrestricted Victorian Driver Licence (or equivalent) Working with Children Check

Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday; specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site; however, it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne
- Offers of employment are contingent upon:
 - A successful reference check (all positions);
 - Non-adverse Criminal Record check (all positions);
 - Fitness for Work medical examination (specific positions);
 - Holding and maintaining a valid 'Working with Children Check' (all positions)
 - Undertake a DHHS Disability Exclusion Worker Check (specific positions)

Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

Some roles may require candidates to undertake psychometric testing prior to appointment.

Salary Packaging Information

- Star Health currently has two types of Salary Packaging:
 - General salary packaging of \$15,900 per FBT year
 - Meal Entertainment/Facility leasing of \$2,550 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

AUTHORISATION

Person who completed and authorises this Position Description	Position Title:	Program Manager
	Program / Division:	Mental Health Services

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