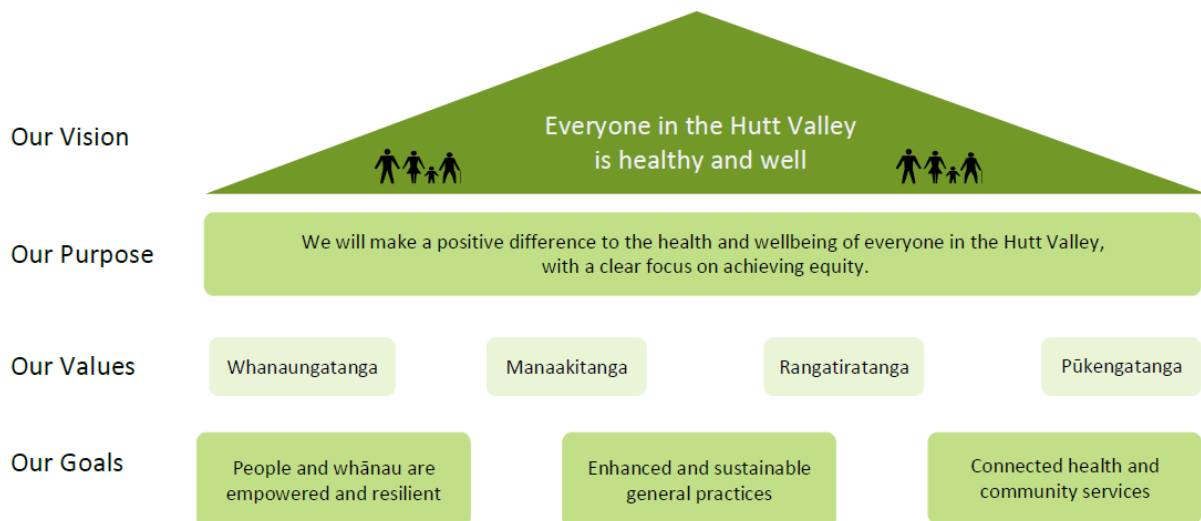


## Job Description

<b>Position title:</b>	<b>Intake Coordinator</b>
<b>Reports to:</b>	Team Leader, Wellbeing Service
<b>Direct Reports:</b>	Nil
<b>FTE:</b>	.6 FTE, unless variation agreed by employer and employee
<b>Functional Relationships:</b>	Te Awakairangi Health Network staff Enrolled patients of the PHO General Practitioners, Practice Nurses and Practice Administrators Other mental health providers and NGOs Hutt Valley District Health Board Māori providers and local marae within the Hutt Valley Social and Community Health Services and other providers within the Hutt Valley Community Agencies Other PHO staff

### Te Awakairangi Health Network (TeAHN)



The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.

**Te Tiriti o Waitangi (Treaty of Waitangi):** Te Awakairangi Health Network is committed to Maori clients and stakeholders and ensuring service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation.

**Position Summary:**

The role of the Intake Coordinator is to respond to client and referrer enquires, promptly contact and assess clients referring to our service, and suggest alternative support options (which may include referrals to external providers and warm handovers) if deemed more appropriate.

Key Functions	Expected Outcomes
Client and Whānau care	<ul style="list-style-type: none"> <li>• Respond to client, referrer and whānau enquires.</li> <li>• Contact clients referring to our service within target timeframes.</li> <li>• Complete all reporting requirements for the service to the required standard and within stated timeframes.</li> <li>• Ensure mental health and/or AOD intake assessments are completed with clients who self-refer to the service.</li> <li>• Complete an appropriate risk assessment and establish and implement risk management plans as required.</li> <li>• Decline referrals to our service that do not meet our criteria and suggest alternative options as required.</li> <li>• Refer on to internal services teams and external service providers as required, including referring clients on who require urgent mental health support.</li> <li>• Offer complimentary support to traditional therapy, such as peer support and online emotional wellness apps.</li> <li>• Provide brief intervention and education as required.</li> <li>• Ensure whānau are involved with client care as appropriate, including facilitating referral from whānau.</li> <li>• Support the referral management and allocation processes as required.</li> <li>• Ensure clients are aware of the services that we provide and appropriately communicate and (with support from the Team Leader) manage expectations around scope of service delivery and wait times.</li> <li>• Seek support from colleagues (internal and external) as required, to ensure appropriate and safe client care</li> </ul>
Health promotion, education, and awareness	<ul style="list-style-type: none"> <li>• Liaise with, and refer to, local mental health service providers.</li> <li>• Work with members of the PHO and provider teams to meet key objectives.</li> <li>• Inform and educate the enrolled population and the providers about mental health and AOD services that are available within the community.</li> <li>• Develop or source resources to meet the needs of clients and providers.</li> </ul>

<p>Communication and Relationship Management</p>	<ul style="list-style-type: none"> <li>• Demonstrate a working knowledge of the service contracts which are delivered by the Wellbeing Team</li> <li>• Be the key contact for service enquires from general practice, clients and other referral sources</li> <li>• Ensure those contacting and referring to our service receive warm, empathetic and appropriate mental health and/or AOD advice, assessment, and support.</li> <li>• Develop strong working relationships with multiple stakeholders across Primary Mental Health and Addiction services.</li> <li>• Communication is professional, positive and in line with our values</li> </ul>
<p><b>Common Organisational Objectives</b></p>	
<p>Treaty of Waitangi, Māori, Iwi, Pacific communities:</p>	<p>Work collaboratively with Iwi partners, Maori and Pacific organisations to ensure services are culturally appropriate. Service activity, development and implementation is undertaken in accordance with:</p> <ul style="list-style-type: none"> <li>• the provisions of the Treaty of Waitangi: partnership, protection and participation</li> <li>• the vision and strategies of the relevant Māori Health Plan and Pacific Health Plan</li> </ul>
<p>Professional development</p>	<p>Maintain professional competencies and develops own knowledge by participating in learning opportunities, as appropriate as agreed by line manager. Identify own learning needs.</p>
<p>Accountability</p>	<p>Follows established procedures for recording information and maintaining privacy and confidentiality. Demonstrates accountability for own actions. Acts independently and as a member of the multidisciplinary team. Works within the scope of the role by knowing own limitations. Requests assistance when required.</p>
<p>Health and Safety</p>	<p>Ensures the safety of self and others at all times. Reports any health and safety concerns through to the appropriate people. Complies with policies, procedures and safe systems of work.</p>
<p>Contribute to the wider organisation</p>	<p>Participate and work in ways that support the strategic direction and objectives of the Network. Contribute to the organisation to ensure that projects are managed, delivered on time and within allocated resources. Participate in organisational strategic and business planning. Provide timely communication of any information that impacts on the organisation and its staff.</p>

## **Skills and Attributes required:**

### **Technical Expertise and Qualifications**

- Tertiary level qualification and current registration in a relevant field.
- Demonstrated understanding of the mental health and addiction services available within the Hutt Valley and wider Wellington region, including DHB, NGO and other community providers.
- Relevant training and experience in mental health and addiction assessment and intervention.
- Competent in risk assessment and risk management.
- Strong client engagement skills and ability to build and maintain relationships with internal and external providers.
- Competent in Microsoft Office computer programmes
- Knowledge of Medtech 32 preferred but not essential
- Full driver's licence preferred.

### **Nga Take Māori:**

- Shows an awareness of, and commitment to, the principles of the Treaty of Waitangi.
- Has a positive attitude towards Māori issues and is receptive to them.
- Is comfortable in situations involving Māoritanga.
- Creates and sustains an environment that promotes biculturalism and responsiveness to Māori issues.

### **Communication**

- Communicates clearly in both written and verbal form.
- Promotes a credible image and inspires confidence.
- Actively shares information, ideas and experience with others.
- Works to build trusting relationships with customers and key stakeholders.
- Communicates sensitive messages or disagreements with tact and diplomacy.
- Treats people with respect and courtesy.
- Brings conflict into the open and facilitates resolution.

### **Excellence Focus**

- Sets challenging goals and targets for self.
- Is self-motivated to achieve goals and objectives.
- Has a sound insight into own strengths and weaknesses and is committed to addressing areas of weaknesses.
- Adapts easily to changes at work.
- Proactively manages conflicting demands on time.
- Able to cope with situations that involve considerable effort/strain.
- Provides and contributes to excellence within the Wellbeing Service.

### **Problem-Solving**

- Able to make sense of a wide range of information.
- Able to think creatively.
- Is logical when thinking through issues.
- Solutions and judgments are supported by reasoned analysis and take into account causes and consequences. Comes up with some innovative solutions.
- Able to interpret general policies and guidelines to new situations.
- Considers the wider implications of their actions and decisions. Balances taking a short and medium-term perspective.

## Confirmation of Position Description

Signature

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Full name of employee:

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Date:

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Signed on behalf of Te Awakairangi Health Network:

Signature

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Name:

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Date:

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