

Position Description

Position Title	Intake and Liaison
Position Number	30100927
Division	Community and Continuing Care
Department	Hospital Admission Risk Program
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Classification Description	Registered Nurse G4A or Allied Health Equivalent
Classification Code	YW17 or Allied Health Equivalent
Reports to	Senior Manager via Team Leader
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The role of the Intake and Liaison officer will be to provide a comprehensive service to determine client eligibility for HARP and make an initial judgement regarding the needs and essential supports to facilitate safe discharge and follow up in the community as required. The role requires the establishment of good networks and liaison across the acute and community services continuum. The role is pivotal in providing a communication point in regards to the program and the broader health services.

Bendigo Health offers a supportive work environment that assists staff in understanding their work related responsibilities. A Staff Capability Statement has been developed to provide prospective candidates as well as current staff members with the essential information regarding key personal qualities, knowledge and skill capabilities that staff, managers and organizational leaders need in order to do their jobs well and in a manner that is consistent with the values of the organization.

Responsibilities and Accountabilities

Key Responsibilities

- Deliver a client centred response with optimal service coordination to ensure the client receives the service that best meets their needs
- Undertake the clinical screening of referrals initiating further investigation with referral source and/or client/representative as required
- Seek additional information to assist with intake decision-making eg follow up of medical results, completing phone screens with clients/carers, GPs, inpatient staff and other relevant health professionals, including re-directing inappropriate referrals to most appropriate service
- Undertake daily screening of the digital file platform and referral dashboards (ePR and RCP).
- Attend organisational meetings to support safe discharge as needed
- Support the management of client allocation lists and complete the clinical triage of clients on the HARP digital file (RCP) ensuring access and priority of access is managed in a timely manner
- Work with the team leader regarding intake decision-making and allocation, for complex referrals as required
- Provide telephone support to clients and carers when required
- Provide home visit support at times of demand
- Act as a resource person for clients, family and/or carers, and health professionals by providing clinical expertise, information and advice about services, resources and referral processes
- Contribute to the ongoing development of processes that support client focussed and responsive referral management
- Forward appropriate referrals ie clients discharged from Bendigo Health from regional areas to other services as needed

Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Participate in service development as required
- Maintain accurate records, statistics and reports as needed
- Document clinical reasoning/contacts in accordance with BH protocols
- Assist with relevant quality improvement tasks as required.
- Other duties as determined the manager or supervisor
- Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Registration with the Australian Health Practitioner Regulation Agency (AHPRA), with a clinical background of Nursing or Occupational Therapy or AASW accredited Bachelor of Social Work or equivalent and eligibility for accreditation status with the AASW
2. Ability to clearly understand acute/ community-sector referral systems to meet client and/ or referrers needs
3. Demonstrated effective workload management strategies to appropriately triage/prioritise clients as required
4. Demonstrated ability to complete decision-making in a comprehensive, timely & efficient manner.

Desirable

5. Demonstrated experience in pro-active communication with both internal and external services, and also service users.
6. A demonstrated understanding of people with complex conditions and the journey across the acute-community continuum.
7. Demonstrated commitment to working in a multidisciplinary team recognising and respecting the contribution of all team members
8. Ability to interact and communicate in a warm and helpful manner with a diverse range of people at all levels
9. Experience and confidence with ICT skills
10. Demonstrated commitment to ongoing professional development

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.

- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.