

Position Description

Position Title	Intake Officer
Position Number	30028647
Division	Community and Continuing Care
Department	Community Allied Health Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
	Medical Scientists, Pharmacists And Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Occ Therapist G2 or other Allied Health Grade 2 classifications
Classification Code	VF6 – VF9 or other Allied Health Grade 2 classifications
Reports to	Community Allied Health Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • National Disability Insurance Scheme (NDIS) Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Intake Officer is responsible for the provision of triage and intake services within a designated clinical caseload, appropriate to their level of experience and competency. The Intake Officer are required to display autonomy of practice, whilst also contributing constructively to the multidisciplinary team.

The role ensures clients, carers and/or family members, and all other internal and external customers, receive a professional and responsive service through the appropriate management of referrals and enquiries to Community Allied Health Services.

The purpose of this position is to:

- Provide best practice client centred clinical care to clients within the designated caseload in Community Allied Health services of Bendigo Health
- Undertake the clinical screening of referrals using the relevant eligibility criteria initiating further investigation with referral source and/or client/representative as required
- Access a wide range of databases to extract information
- Determine eligibility and priority of referrals using discipline specific Priority of Access Tools seeking further information when indicated to support evidence-based decision-making
- Assist with management of referral waiting lists; including booking appointments and cars as per clinician schedules and completing home visit risk screens
- Act as a resource person for clients, family and/or carers, and health professionals who phone, email or present to CAHS
- Contribute to the development of the Community Allied Health service, as well as the general discipline department as appropriate.

Responsibilities and Accountabilities

Key Responsibilities

Key Responsibilities	Demonstrated by
1. Provision of care	• Work independently within approved scope of practice to provide safe, evidence-based care according to organisational policies and protocols, taking responsibility for the quality of care at the point of care • Provide specialist knowledge, advice or guidance to other clinicians and consult with supervisor and senior staff to escalate concerns, risks, clinical complexity and barriers where required • Use specialist clinical reasoning to ensure timely and responsive management of referrals and waitlists, and guide others to prioritise and fairly distribute workloads, liaising with the team and other stakeholders as required

	• Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements • Complete required program reporting and statistical records for client – related and other activities within specified timeframes • Demonstrate understanding of ethical and cultural issues and vulnerable population groups and integrate this into practice.
2. Collaborative practice	• Work collaboratively with clients, their families and other stakeholders to establish a client focused multidisciplinary management plan, consistent with professional standards and evidenced based practice • Work collaboratively with the multidisciplinary team to deliver safe client-focused care, liaising with health professionals and agencies internal and external to Bendigo Health regarding clinical management where necessary • Provide clinical handover to ensure client care is maintained • Promote understanding, respect and trust between different groups to enable collaboration and positive care outcomes • Facilitate the smooth transition of clients through the health care system, collaborating and liaising with relevant services to ensure continuity of care for individual clients and their families.
3. Quality, innovation and improvement	Innovation and change • Proactively work with clients and colleagues to develop practical and creative solutions to workplace problems • Show initiative in developing and implementing an innovative and evidence-based approach to Allied Health service delivery • Contribute constructively to new ideas or change processes within the organisation, to promote a supportive, inclusive and cooperative work environment. Quality improvement and research projects • Contribute to the attainment and sharing of professional clinical expertise through initiating, supporting and/or leading quality and research activities as directed and supported by senior staff • Contribute to translating evidence into practice, through identifying clinical practice gaps, implementing and evaluating evidence-based care • Use specialist knowledge to assist in the development of relevant unit business and quality plans, policies and protocols, underpinned by best available evidence, data analysis and client feedback. Safety and risk management • Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements as directed • Observe safe working practices and as far as able, protect own and others' health and safety • Lead and contribute to designated evaluation of service provision and risk management, in line with current evidence-based practice, data analysis and customer feedback.
4. Professional conduct	• Demonstrate well-developed oral and written communication skills • Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values

	• Display professionalism and well-developed interpersonal skills • Demonstrate understanding of own personal and professional limitations, as well as that of supervisees and other staff, and escalate as required • Adhere to profession specific standards of professional practice • Participate in discipline and program meetings and working parties, or external forums, as directed • Assume responsibility for delegated discipline, program or organisational portfolios and projects • Work with operational and professional managers, or their delegates, to ensure that adequate time is allocated for non-clinical responsibilities such as participating in and providing clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.
4. Professional conduct	• Demonstrate well-developed oral and written communication skills • Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values • Display professionalism and well-developed interpersonal skills • Demonstrate understanding of own personal and professional limitations, as well as that of supervisees and other staff, and escalate as required • Adhere to profession specific standards of professional practice • Participate in discipline and program meetings and working parties, or external forums, as directed • Assume responsibility for delegated discipline, program or organisational portfolios and projects • Work with operational and professional managers, or their delegates, to ensure that adequate time is allocated for non-clinical responsibilities such as participating in and providing clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.
5. Learning and Development	• Provide orientation, supervision and training of students, Grade 1 clinicians and Allied Health Assistants as required • Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol • Demonstrate a commitment to lifelong learning and evidence-based practice through participating in professional development for self and supporting the knowledge and skill development of other professional groups • Use self-reflection techniques effectively to enhance care provision and interpersonal relationships • Complete all mandatory and required training and professional development requirements. • Support management to implement effective recruitment, retention, recognition and development strategies as delegated.

Further to the key responsibilities outlined in this position description, Allied Health staff are required to demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

Key Selection Criteria

Essential

1. Compliance with Bendigo Health Allied Health Credentialing and Scope of Practice policy and either Registration with the Australian Health Practitioner Regulation Agency (AHPRA) or for non-registered disciplines such as Dietetics/Speech Pathology/Exercise Physiology, must hold a degree in the relevant discipline including evidence of eligibility for membership with discipline specific Professional body
2. Demonstrated experience and knowledge relevant to Community Allied Health role, service requirements and funding streams including CHSP/HACC-PYP/NDIS/Fee for service
3. Demonstrated understanding of contemporary practice and principles and evidence-based service delivery models for allied health in a community setting.
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care, providing specialist knowledge as required
5. Demonstrated ability to work autonomously with effective organisation and time management skills to actively plan and manage clinical and non-clinical priorities and meet timeframes
6. Demonstrated highly developed verbal and written communication skills with the ability to interact effectively with clients, carers, staff and the community

Desirable

7. Demonstrated commitment to continuous service improvement and demonstrated quality improvement skills including planning, process improvement, data analysis and evaluation
8. Demonstrated commitment to lifelong learning through ongoing professional development of self and others
9. Demonstrated conflict resolution and negotiation skills, and a willingness to seek appropriate support/assistance as required
10. Demonstrated flexibility and willingness to shift focus when priorities or circumstances change and adapt to new / different ways of doing things

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.