

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
Classification Description	Occ Therapist G2
Classification Code	VF6 – VF9
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](#)

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 Intake Officer – Community Allied Health Services (CAHS) is responsible for delivering high-quality, client-centred care through effective triage, intake, and clinical screening of referrals within their designated caseload. Working with a high degree of autonomy and professional judgment, the officer ensures timely and appropriate management of referrals and enquiries, supporting equitable access to allied health services.

Key responsibilities include assessing referral eligibility and priority using discipline-specific criteria, coordinating appointments and home visit logistics, maintaining accurate data and records, and providing information and support to clients, carers, and health professionals. The position also contributes to continuous service development and multidisciplinary teamwork within Bendigo Health's Community Allied Health Service.

Responsibilities and Accountabilities

Key Responsibilities

- Deliver safe, evidence-based, client-centred care within scope of practice, adhering to organisational policies and professional standards, and escalate risks or complexities as appropriate.
- Apply advanced clinical reasoning to triage referrals, manage waitlists, and prioritise workloads efficiently in collaboration with colleagues and stakeholders.
- Maintain accurate and timely clinical documentation and program reporting in accordance with Bendigo Health procedures.
- Collaborate with clients, families, and multidisciplinary teams to develop and implement evidence-based management plans, ensuring effective communication and continuity of care.
- Contribute to quality improvement, service evaluation, and risk management activities, supporting compliance with accreditation, safety, and governance standards.
- Participate in the development and implementation of policies, protocols, and service innovations informed by evidence, data, and client feedback.
- Provide supervision, orientation, and support to students, Grade 1 clinicians, and Allied Health Assistants, and engage in clinical supervision and reflective practice.
- Contribute to research, quality, and evidence translation activities to enhance service delivery and clinical outcomes.
- Promote a respectful, inclusive, and collaborative workplace culture that supports open communication and effective conflict resolution.
- Support management in recruitment, retention, and staff development initiatives, and participate in organisational projects, meetings, and non-clinical responsibilities as required.

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.
- 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.