



Mental Health Triage Clinician

- **Mascot location**
- **Close to train station!**
- **Salary packaging available**
- **Full time position.**

About us

Central and Eastern Sydney PHN is a Not-For-Profit Primary Health Care Organisation covering Sydney Local Health and South Eastern Sydney Local Health District regions.

Our aim is to increase the efficiency and effectiveness of primary health care services for patients particularly those at risk of poor health outcomes; and improve coordination of care.

PHNs are new and exciting additions to the primary health care landscape. You can find out more about this PHN at www.cesphn.org.au.

About the Role:

The Centralised Intake and Triage Service uses the National Initial Assessment and Referral (IAR) Guidelines set out by the Department of Health (DoH) and a step care approach to appropriately screen, assess and identify clinical services for the referred individual to the Psychological Support Services (PSS) and Primary Integrated Care Supports Program PICS mental health programmes commissioned by CESPHN.

The role of the Mental Health Intake Triage Clinician is to manage the administration of intake referrals and triage those referrals for these programmes, ensure all referrals are triaged according to program guidelines and then direct referrals to commission service providers. In accordance with a stepped care approach, the Mental Health Intake Triage Clinician will play a key role in promoting a person-centred, recovery-oriented approach to delivering program support to consumers, carers and their families, in addition to providing assistance to General Practitioners (GP), and mental health providers throughout the referral process.

Your key external stakeholders are:

- All referrers into the Centralised intake programmes
- Provider Organisations
- PPS Providers
- Local mental health services, including SESLHD and SLHD

Your responsibilities will be:

- Act as the initial contact for information and referral to CESPHN commissioned programs and services including PSS and PICS.
- Provide clear, accurate and relevant resources, and program information to individuals, staff and external stakeholders.
- Promote and educate referring organisations and individuals on CESPHN commissioned programs, services and eligibility requirements.

- Administer eligibility criteria screening, conduct thorough assessment of suitability of referrals to the relevant programmes and seek additional information when necessary, allocate referrals to the most suitable provider and ensure all relevant information is recorded accurately in the Client Information Management System (CIMS).
- Liaise with the referrer or client being referred, when required, to obtain relevant clinical information.
- Ensure all referrals and associated data are processed accurately and efficiently within allocated timeframes
- Check client management system (CIMS) and review referrals awaiting approval for triage
- Maintain clinical notes in the client management system with any concerns or information required to be recorded so that referral decisions and pathways are clear
- Write and send letters declining service to referrers outlining other recommended referral pathways
- Liaise closely with the Clinical Lead – Mental health Intake and Triage to determine allocation to Allied Health Professionals, for complex cases
- Discuss all Suicide Prevention services (SPS) referrals for young people aged 16-18 with the Clinical Lead - Mental Health Intake and Triage prior to allocation or decline.
- Identify any gaps in service and improvements that could be made to streamline the triage process
- Support the change management process and relevant transitional requirements for commissioned services.
- Participate in internal and external meetings and sector events, presenting, minuting and chairing as required.
- Provide induction, training and ongoing support to providers in the use of relevant CIMS, data bases and workflow processes.
- In collaboration with the Clinical Lead, contribute to the development of templates, forms and processes which support data collection and the monitoring and evaluation processes.
- Ensure consumers' rights are always protected adhering to legislative and regulatory compliance related to privacy and confidentiality.
- Participate in the development of a safe and healthy workplace and comply with WHS legislation and instructions given in adhering to safe work procedures.
- Perform other duties commensurate with skills and experience as required.

Please address the selection criteria in your cover letter or your application will not be considered.

Selection Criteria - Essential

- Relevant tertiary qualifications in Psychology, Social Work or Occupational Therapy.
- Registered with AHPRA or eligible for membership with equivalent professional body.
- Minimum two years experience in intake, triage and assessment of mental health referrals
- Skills and competence at completing bi-psycho-social assessments of individuals experiencing or at risk of developing mental disorders and their families.

- Demonstrated experience in crisis assessment.
- Knowledge of primary care mental health programs such as Psychological Support Services
- High level of interpersonal, communication and organisational skills.
- Culturally sensitive practice - including experience working with clients from culturally and linguistically diverse (CALD) and Indigenous communities, and working with interpreters;
- Demonstrated ability to comply with protocols in relation to staff safety, maintaining client clinical records, reporting and following clear lines in relation to clinical accountability.
- Computer literacy skills
- Experience in using CIMS, particularly Redicase.

Selection Criteria - Desirable

- Experience working with relevant community agencies
- Knowledge of Primary Health networks
- Excellent phone manner
- Ability to work independently and in a team

You must address the criteria in your cover letter and send your cover letter and resume to:

recruitment@cesphn.com.au

Closing date: **7 November 2019**

If you have any questions about the role
contact **Belinda Ivanovski 02 9304 8681**

CESPHN is an equal employment opportunity employer committed to equity, diversity and social inclusion. Applications are encouraged from Aboriginal and Torres Strait Islander people.