
Intake and Case Coordinator

Team: Operations

Location: Footscray

Date: October 2020

Status: Part Time

Reports to: Team Manager

Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

Our Vision

Encouraging people to feel better and create a life worth living.

Our Values

Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

Position Purpose

As an Intake and Case Coordinator, you will oversee the delivery of intake assessments and case and support coordination for services on behalf of On the Line's funders. This includes assessing, planning, implementing, working collaboratively with other support providers, monitoring and evaluating actions required to meet the client's plan in line with agreed guidelines and service levels.

Specific tasks include:

- Complete intake assessment and case coordination that is safe, timely, effective, efficient, and client-centred
- Create and coordinate short term case plans, review case progress including discussions with the clients and referrals to other support providers
- Helping clients make informed decisions by acting as their advocate regarding their service options
- Developing effective working relations with relevant referral partners, clients, Allied Health Providers and GPs
- Assessing need, risk and understand client goals
- Need to demonstrate sound administrative skills, as well as, clinical skills in working with clients who may exhibit a range of mental health issues, specifically suicidal ideation
- Report to the Team Manager on duty to ensure that all referrals are actioned within specific timeframes and that all bookings for the PHN counselling team run smoothly
- Work collaboratively as a team, the Intake and Case Coordinator will be across all tasks and work with each other to balance the volume

Key Activities

Case Coordination

- Provide care coordination in a manner that is safe, timely, effective, efficient and client centred
- Coordinate short term case plans, review client progress and support transition from service in program timeframes
- Utilise mental health knowledge to support working with clients
- Understand client short term goals and needs in consultation with clinical team if appropriate, then use these to develop case plans
- Adhere to risk assessment protocols, and associated responses and escalations
- Demonstrated knowledge of available health resources and service

Process Inbound Referrals

- Process inbound referrals
- Review client eligibility and notify the referrer (GP or Allied Health Professionals) of the outcome of the referral
- Create and update client profiles
- Call clients to book appointments with counsellors, review eligibility and complete needs assessment as required
- Complete risk assessment as require
- Complete associated administrative activities including maintaining inboxes and completing reports

Administration work

- Timely completion of administrative tasks in accordance with directions from the Team Manager or delegate
- Complete all required handover and checklist documentation
- Contact with clients and / or other stakeholders for administrative tasks associated with appointment booking or data inputs
- Ensure any applicable operating manuals or databases are kept up to date
- Administration is undertaken as directed and within the timeframes specified

Key Deliverables

Activity	KPI's
Case Coordination	<ul style="list-style-type: none">• Short term case coordination• Active client coordination and engagement in line with program requirements• Call quality reviews standards met in line with policy• Compliance to mandatory annual training, including refreshers• Adherence to mandatory risk assessments as per policy• Client outcome and goal attainment achieved in line with agreed targets
Process Inbound Referrals	<ul style="list-style-type: none">• Provides effective and relevant information and support options to clients and third-party callers• Ensure 100% accuracy and detail when performing all administrative tasks, particularly case entries• Book appointments in calendar and in line with contract requirements• Maintain and ensure any inboxes, reports and spreadsheets are updated• Email provider new referral and follow up within 24 hours
Administration	<ul style="list-style-type: none">• Case notes captured accurately in line with Counselling Framework and other applicable policies• Timely completion of case records and other administrative requirements

What you bring to the role

- Minimum Cert IV in Mental Health or equivalent qualification
- Extensive case or support coordination experience (highly desired)
- Mental health sector experience
- Strong administration skills including an excellent attention to detail

Position Description



- Knowledge of a range of computer applications that include Microsoft Office (Word, Excel)
- Excellent communication and written skills
- Understanding of confidentiality and risk management protocols
- Problem solving skills and the ability to multitask
- Strong customer service mindset
- The right to work unrestricted in Australia (evidence will be required)
- A current National Police Records check (or willing to apply for one)
- Working with Children Check (or willing to apply for one)

What you will need to demonstrate

- Ensure that you actively promote On the Line's values including our policies and processes
- Compassionate and empathetic
- Commitment to professional development, continuous learning and openness to feedback and coaching.
- Flexible, enthusiastic and positive
- Motivated and ability to use own initiative
- Ability to work independently and within a team
- Excellent time management and organisational skills
- Excellent interpersonal skills
- Reliable and punctual

Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your own health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

Decision making authority

The Intake and Support Coordinator will not have any co-authorisation or decision-making authority.

Dimensions & working relationships

Team members supported	<ul style="list-style-type: none">• N/A
Working relationships	<ul style="list-style-type: none">• Team Manager• Service Centre Manager• Clinical Services Manager• Higher Duties Counsellors• Counsellors• Other On the Line managers and staff as required
Shift requirements	Monday to Friday – Part Time (or as required)

Position description maintenance

Reviewed Last: October 2020

Conducted By: Head of Operations

Approved By: Chief Executive Officer

Next Review: October 2021

Risk Rating **LOW**
