

Human Resources

Position Description



Position Title:	Intake Administration Officer (IAO)
Responsible To:	Allied Services Manager
Location:	Marion (BlueSky Mind Studio)
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview:

The Intake Administration Officer (IAO) is the first point of contact for all potential Participants, their families and/or representatives providing a responsive service to move them through the pre-engagement process to service delivery. The IAO is responsible for the implementation of the intake process that identifies Participant support needs, collates specific data, and provides Participants with an understanding of the services provided within the BlueSky Mind Studio, their rights and responsibilities, and the types of information that we gather and share. The IAO also identifies the relevant stream to put a Participant in and is also responsible for the delivery of administrative and support tasks for the Allied Services Team.

Personal Attributes:

You are a mature minded individual with highly developed interpersonal and organisational skills. You are able to build strong relationships with Participants and work collaboratively with their families, support networks, and communities as required. You are able to make decisions with limited information and improve your decision making as feedback is made available. You are comfortable working autonomously and within a team environment. You have excellent communication skills and are able to work with people from many different backgrounds and levels of ability. You will possess can-do attitude, but will readily seek support where required.

Responsibilities:

The Intake Administration Officer (IAO) is responsible for:

- Receiving, screening, and categorising referrals
- Servicing BlueSky Mind Studio Participants and stakeholders (telephone enquiries, in-person, and colleagues) professionally, accurately, and timely
- Performing appropriate intake and risk assessment processes with Participants and/or their representatives
- Ensuring that general office administration duties are completed accurately, timely, and adhere to BlueSky Mind Studio operating procedures and Organisational policy
- Managing waitlists and scheduling initial assessments for Participants as required
- Liaising with the Allied Services team to coordinate Participant appointments
- Liaising with referring Hubs and other key stakeholders to ensure quality referrals are provided
- Maintaining appropriate and timely records of all Participant contact
- Communicating and collaborating professionally with peers, stakeholders and Participants
- Maintaining ethical consideration and confidentiality in all dealings related to and with Participants
- Preparing agreed reports associated with BlueSky Mind Studio operational / commercial requirements
- Participating in research activities as required
- Participating in team meetings
- Providing Discovery Appointment and developing support plans for Participants consistent with NDIS requirements to ensure achievement of key outcomes and goals; present to Participants for their approval
- Organising appropriate quotes for service that meet the needs of potential Participants
- Generating accurate and timely invoicing for external Participant servicing; coordinate with Participant / Referring Agencies where required to ensure efficiency and effectiveness of invoicing process.
- Promoting the unique value proposition of BlueSky Mind Studio

Quality Standards, Regulations and Responsibilities:

The Intake Administration Officer is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures

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- National Standards for Disability Services (NSDS)
- Government authority Contractual requirements
- Government authority Code of Practice and relevant Service Guarantees
- Government authority Complaints Procedures
- The Government authority Agreement and Guidelines
- ISO 9001
- ISO 27001
- Performance and Quality Framework
- NDIS Practice Standards and Quality Indicators
- The National Disability Insurance Scheme Act 2013
- The National Disability Insurance Scheme rules
- Work Health and Safety Act 2012
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

Qualifications:

- Experience in an administrative role, working towards qualification in case management, psychology, counselling, psychotherapy, social work, or a related discipline highly desirable

Key Skills/Attributes

- Demonstrated ability to build strong relationships with Participants and work collaboratively with their families, support networks, advocates, and communities
- Highly developed time management and organisational skills
- Exceptional understanding of cognitive behaviour therapy
- Demonstrated ability to effectively communicate at all levels with staff, management and stakeholders
- Highly developed reflective listening skills
- Highly developed motivational interviewing skills
- An unwavering commitment to both evidence based and ethical practice
- An impeccable reputation for honesty, trustworthiness, and integrity
- Excellent computer skills – Microsoft suite, Internet & email.

Desirable Skills/Attributes

- Experience in a similar role
- Working knowledge of NDIS

Additional Requirements:

- National Police Clearance
- NDIS Worker Screening Clearance prior to commencing employment
- Working with Children Check
- Completion of NDIS Worker Orientation Modules
- Involvement and participation in BlueSky Mind Studio / Status meetings and functions as required
- Completed COVID vaccination schedule

Selection Criteria

- Proven ability to work as part of a dynamic team as well as operating autonomously.
- Advanced communication, interpersonal and negotiation skills.
- A commitment to compliance with Organisational policies and procedures.
- A commitment to continuous improvement in line with the principle of scientific practice
- A responsible attitude to matters of confidentiality.