

POSITION DESCRIPTION

CONCIERGE MENTAL HEALTH ADMINISTRATION & INTAKE OFFICER

PURPOSE OF POSITION

The Concierge Mental Health Administration & Intake Officer plays a pivotal role in ensuring seamless access to Primary Mental Health Services (PMHS) by efficiently managing referrals, assessing client eligibility, and facilitating appointment scheduling. This role is essential in supporting a responsive and client-centered intake process, enabling timely access to mental health care services.

The position supports the strategic objectives of Hunter Primary Care (HPC) by providing service that meets client needs to deliver quality services that benefit the community.

REPORTS TO

Concierge Manager

DIRECT REPORTS

- Nil

KEY RESPONSIBILITIES

INTAKE AND CLIENT SUPPORT

- Receive and action incoming referrals in accordance with referral management procedures
- Review referrals for risk and escalate as needed
- Effectively manage the wait list, arrange initial appointments and maintain the accuracy and completeness of patient information in the database including updating and/or removing clients
- All data entry including client and referrer liaison
- Provide follow-up contact with referrers where further referral information is required prior to the triage assessment
- Validate Medicare Mental Health Care Plans to ensure eligibility for rebates
- Ensure communication pathways for GPs and other provisional referrers is responsive and addresses any barriers for GPs and other referrers

APPOINTMENT MANAGEMENT

- Collaborate closely with Client Service Officers to ensure efficient appointment management for PMHS clients
- Arrange urgent and semi-urgent initial appointments as directed by Clinical Manager

- Maintain up-to-date knowledge of clinician preferences and schedules to optimise appointment allocation.
- Ensure timely communication to referrers and patients regarding appointment details.

GENERAL ADMINISTRATION

- Provide comprehensive administrative support to the team, including scanning, faxing, mailing, and secure messaging.
- Assist in developing and implementing procedures to enhance the efficiency and effectiveness of PMHS intake processes.
- Collaborate with team members to support the overall administration of the Concierge service.
- Undertake specific tasks and projects as directed by the Concierge Manager and PMHS General Manager.

WORK HEALTH SAFETY AND WELLBEING

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as is reasonable, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety
- Proactively address any issues that may adversely affect the health and safety of any persons at HPC.

SELF-MANAGEMENT

- Professional and proficient interpersonal skills are demonstrated at all times when interacting with clients, visitors, other stakeholders and staff when face to face, speaking on the telephone, or communicating via other means, such as email
- Behaviour is perceived to be consistent with the HPC core values and code of conduct
- Work is performed within the organisation's standards of policies and procedures and within the scope of the incumbent's professional expertise under the direction of the Service Manager, Primary Mental Health
- Active participation in performance planning and reviews and professional development
- Active participation and contribution at team meetings and improvement initiatives
- Issues and challenges are communicated to the Service Manager, Primary Mental Health in a timely and constructive manner
- Communicate and escalate issues and challenges to relevant Leadership team.

POSITION CLASSIFICATION

- This position is classified as Business Support Services Level 3 position in accordance with the Hunter Primary Care Agreement 2021.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Business Administration qualifications and/or a minimum of 2 years' experience working in reception, Administration and/or office environment

- Excellent communication manner and good interpersonal skills
- Critical thinking and quick decision making skills with the ability to work under pressure
- Excellent time management and organisational skills with a keen attention to detail
- Ability to prioritise workloads
- A professional and enthusiastic approach with the ability to manage change
- Demonstrated capacity to work autonomously and as part of a team
- Experience and flexibility in learning and adapting to new systems
- Well-developed computer literacy and keyboard skills, including experience in using databases and other computer programs, such as Word, Excel and Outlook.

DESIRABLE CRITERIA

- Experience in working in a mental health or primary health care setting
- Familiarity with clinical/medical software programs
- Have completed SafeSide training or Lifeline SafeTALK training or willingness to undertake

SPECIAL CONDITIONS

- National Police Check

ACCEPTANCE OF POSITION

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature

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Print Name

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Date

Position Approved by: Keith Drinkwater, Chief Executive Officer, July 2024