


POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Intake Officer		
Agreement:	The District Nursing Service Non-Nursing Agreement 2020 Support Services Employees Administration HPSS – Level 6		
Approved By:	Justine Barwick	Approved Date:	

POSITION OBJECTIVE
<p>The Intake Officer is primarily responsible for the timely and high-quality response to initial enquiries for service. The Intake Officer is responsible for the triaging of enquiries, coordination of referral intake, initial assessment of referral, and distribution of referral to the relevant stakeholders.</p> <p>The Intake Officer is also responsible for the associated administrative tasks involved with coordinating referrals and liaison with relevant staff regarding new referrals and client reviews, data input and supporting efficient timely and effective delivery of TDN services.</p>

POSITION RESPONSIBILITIES	
Key Work Activities	Work Performance Requirements
Intake and Referral	<ul style="list-style-type: none"> Manage the day-to-day activities associated with the referral management systems, including the My Aged Care Portal, Tasmanian Community Care Referral Service, general referral process such as email inbox, phone calls and other enquiries. Respond to referrals, initiate contact with the clients/and or carers being referred and/or referred to complete the first stage assessment process and risk assessments. Registering clients, creating electronic files, and uploading referral information to TDN’s client management system.
Customer Service	<ul style="list-style-type: none"> Liaising with potential clients and/or their nominated support person for the purposes of onboarding to our services, and converting queries into referrals Establishing positive relationships with prospective clients, as well as with new and ongoing referring providers. Provide an overview of programs, funding agreements and TDN services to potential clients. Liaise with relevant staff regarding acceptance, allocation, transition and exits.
Document Management	<ul style="list-style-type: none"> Input, and maintenance of, accurate documentation in the client management system Ensuring all required document is received and processed as per the Intake Work Instructions
Administration Duties	<ul style="list-style-type: none"> Perform general administrative duties such as filing, photocopying, preparing routine correspondence and mail outs for TDN. Provide backup/support for answering incoming telephone calls and provide reception cover.

Quality	<ul style="list-style-type: none"> • Report any concerns regarding client deterioration. • Use relevant systems to collect data and meet contractual reporting requirements. • Actively contribute to Continuous Improvement initiatives • Report any incidents/hazards and near misses identified and correct any minor hazards. • Actively contribute to the development of a culture consistent with the values of TDN.
Additional Duties	<ul style="list-style-type: none"> • Attend and participate in organisational training as required. • Any other duties as directed by Management.

ORGANISATIONAL RELATIONSHIPS

Reports To:	Support at Home Team Leader
Supervises:	Nil Reports
Key Working Relationships with:	Support at Home Team, Clinical Nurse Manager, and the Administration & Scheduling Team

QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:	<ul style="list-style-type: none"> • National Police Check • Working with Vulnerable People/Children Check (Employment registration)
DESIRABLE REQUIREMENTS:	<ul style="list-style-type: none"> • Previous experience in an administration role

SELECTION CRITERIA

1. A high level of professionalism with the ability to provide exceptional customer service.
2. Highly efficient and organised with exceptional time management skills.
3. Exceptional interpersonal skills, combined with excellent verbal, and written communication skills,
4. Strong computer literacy, superficially in client management systems and word-based software (eg. Word, Excel, Outlook).
5. Ability to work independently as well as within a team environment.
6. Proven experience in building relationships with clients, colleagues, and stakeholders
7. Self-motivated and outcome orientated, with the capacity to deal with multiple and, at times, conflicting priorities.

PHYSICAL REQUIREMENTS

Applicants must complete a Medical Form prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment as you may be deemed unfit for duty.

The Functional requirements of this position include:

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual Handling – Weights above 10kg			X	
Manual Handling – Weights below 10kg			X	
Manual Handling frequency			X	
Repetitive manual work			X	

Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection				X
Wearing gloves (personal protective)				X
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)				X
Driving at night				X
Wearing polyester clothing				X
Exposure to animals				X
Exposure to environments whereby people have been smoking				X

EMPLOYEE DECLARATION

In signing this declaration I acknowledge that I, _____ have been advised of the requirements and conditions of this appointment based on this Position Description.

Signature	Date
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MANAGER COMPLETION

Signature	Date
Name	Position