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## *POSITION DESCRIPTION*

**POSITION TITLE** Intake and Community Liaison Coordinator

**THE ORGANISATION** Established in 1987, Out Doors Inc is a community based mental health service providing a range of programs for people with mental illness and their carers. Its mission is to help people with mental illness to get *out the door* of hospital or home, and participate in the life of their community. Further information is provided in Appendices 1 and 2.

**POSITION SUMMARY** The incumbent's main function is to liaise with key stakeholders to assess their needs/requirements and ensure relevant programs are scheduled and delivered. All activities are undertaken within the parameters of the Out Doors Strategic Plan.

**TENURE** Confirmation of appointment is conditional on a satisfactory NDIS worker screening check, police check and working with children check. Tenure is ongoing, subject to satisfactory completion of a six-month probationary period and continuing funding.

**HOURS** 30.4 hours per week (Monday to Sunday)

On occasion, the incumbent will be expected to participate in programs including trips (up to five days in length), weekend and single-day activities.

**AWARD** The Out Doors Certified Agreement 2000 in conjunction with the Social, Community, Home Care and Disability Services Industry Award [MA000100].

**CLASSIFICATION** Social and Community Services Level 5

**REPORTING RELATIONSHIPS** Reports to the Manager Community Services or other person nominated by the CEO.

## **Key Result Areas**

1. Provide a first point of contact for participants at Out Doors in a friendly, welcoming and responsive manner.
2. Responsible for the management of participant referrals to the service, and conduct holistic assessments.
3. Liaise with external agencies, identify and maintain rapport with relevant stakeholders through various mediums and engage them in development of appropriate programs.
4. Maintains a high standard of administrative efficiency and accountability.
5. Participates in the overall development of Out Doors.

## **Position responsibilities**

### **1. Participant and Carer contact**

- Receive all Out Doors referrals and activity bookings from prospective participants, carers, case managers, support workers and other referral sources.
- Conduct psycho-social assessments of participants including risk assessments, goals, interests and suitable program selection.
- Document the assessment and ensure the needs of each participant is well supported with an implementation plan of service delivery.
- Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
- Organise and conduct participant orientation and inclusion to Out Doors.
- Maintain effective communications links with participants, carers, case managers and support workers and ensure access to appropriate activities.
- Facilitate participants to access other appropriate community based services and ensure equity with selection.
- In collaboration with Program Coordinators, plan appropriate pathways for participants and ensure participants involvement in Out Doors activities.
- Provide information and assistance to participants, agency staff, funding bodies and community members.
- Liaise with relevant agencies/service providers in the effort to support participants in accessing appropriate services.

### **2. Program Development and Networking**

- Ensure procedures used are in accord with referral protocols and agreements with other agencies, and with the philosophy, policies and procedures of Out Doors Inc.

- In consultation with Program Manager, further develop and maintain an agency management database.
- Develop effective partnerships with community and corporate sector as discussed with the Program Manager.
- Participate in the implementation of regular participant, agency and carer evaluation of the service and make recommendations to management based on feedback received.
- Through research and analysis, identify gaps in program delivery as well as opportunities for organisational partnerships/consortiums/attendance.
- Represent and promote Out Doors programs via networks, sector meetings, conferences, local forums and other network opportunities as identified by the Program Manager.
- Provide input into the development and review of policies and procedures, and where directed draft these documents for approval.

### **3. Program Administration**

- Provide database reports and statistics as required by funding agreements and directed by the Program Manager or CEO.
- Collect and collate data regarding participants and activities in order to provide database reports and statistics as required.
- Oversee the compiling of up to date information according to current Out Doors policies and procedures.
- Assist in the completion of general office administrative functions in the event of backup being required.
- Co-ordinate the administration of all confidential participant medical information, including the initial data entry of participant information on the Out Doors database.
- In consultation with Program Manager, review, develop and maintain all related service systems.
- Assist in the preparation of program budget development and manage program budget as approved by the Program Manager.

### **4. Organisational involvement**

- Report, in a timely manner, any issues adversely affecting work capacity or work satisfaction, for which assistance in resolving is required.
- Attend staff meetings and Out Doors events.
- Supervise students and volunteers as the need arises.
- Participate in staff development and appraisal/s.
- Participate in evaluation and planning processes of the organisation.
- Attend regular professional supervision sessions.

- Draft partnership agreements/MOUs as the opportunity arise as well as assist with submission/tender writing.
- Coordinate organisational events as directed by the CEO.
- Other duties as required by the CEO or other person delegated by the CEO in line with Out Doors Strategic Plan.

## **5. Accountability**

- Ensuring that all systems and operating procedures are in place and operate at optimum level to ensure the quality of service delivery to participants.
- The freedom to act in this position is determined by Out Doors policy guidelines and procedures, together with direction and advice provided by the CEO/Program Manager.
- Ensure compliance with all relevant legislations, regulations and accreditation requirements as applicable.

## **6. Judgment and Decision Making**

- To work independently and to make decisions on a daily basis within the area of professional expertise and in accordance with the approved work plan, policies and procedures.
- While the position will have access to policy and procedural advice a degree of independent judgment and decision making will be required particularly in identifying areas of need and interest during assessment.

## **7. Equal Opportunity**

Adhere to Council's Equal Opportunity policy and procedures and state and federal Equal Opportunity legislation. Support a work environment that is:

- free from discrimination harassment and bullying,
- refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards other staff, participants or the wider community.

## **8. Occupational Health and Safety & Risk Management**

The following applies to all staff:

- Act in a responsible manner that complies with OHS legislation, Out Doors policies and the Staff Code of Conduct to ensure the health and safety of self and other employees and all other people in the workplace.
- Contribute to making Out Doors as risk free as possible for all employees, participants and visitors.
- Take all reasonable action to protect Out Doors assets from damage and or loss.
- Identify, report any hazards/risks, incidents or OHS issues observed in the course of their duties that have occurred, or have potential for injury/illness to people or damage to/loss of Out Doors assets.

- Support a safe and healthy working environment in accordance with the safety components of Out Doors Safety Policy, the Occupational Health and Safety Act 1985 (as amended) and related regulations, codes of practice and standards.
- Responsible for the identification and resolution of OHS issues.

### **Review**

This position will be reviewed in July 2022.

## **Selection criteria**

### **Essential**

- Qualifications in community development, social work, welfare area or other relevant fields accompanied by a minimum of 7 years relevant practical experience.
- Highly developed professional ethics and judgment.
- Excellent written and verbal communication skills.
- Ability to monitor and interpret legislations, regulations and other agreements including NDIS.
- Ability to analyse matters to determine the key issues and ability to make accurate and timely referrals and develop and maintain accurate records and service systems.
- Establish priorities and monitor work flow in areas of responsibility including research and analysis as well as budget management.
- Interpersonal skills, including demonstrated leadership, in working with people from a diverse range of backgrounds.
- Ability to work in a team environment whilst at the same time able to work flexibly, independently and co-operatively.
- Competency with Microsoft Office and ability to learn organizational client database (Lumary).
- Understanding of and commitment to social justice, equal opportunity, and community oriented workplaces as well as a collaborative working style.
- An understanding of the principles of psychosocial rehabilitation and commitment to the rights and interest of people living with a mental illness.

### **Desirable**

- Current full Victorian manual Drivers Licence
- Understanding the benefits of Outdoor Education and Recreational activities
- Current First Aid Certificate (Workplace Level 2) or willingness to undertake training.



## Appendix 1

### Organisational philosophy

Out Doors believes that a person with mental health and other disabilities has the right to choose and plan their own recreation/leisure (not just the right to do it) and to be considered as someone with potential, abilities and a future (not just the right to maintenance and support).

### Vision

As a specialist statewide mental health organisation providing outdoor adventure education and recreation services, Out Doors will be the pre-eminent provider in Victoria of innovative and responsive programs that promote mental health and wellbeing.

### Mission

The mission of Out Doors is to provide challenging approaches to better mental health by assisting people to get *out the door* of home, or hospital, and to participate in the life of their community.

### Purposes

The organisational purposes of Out Doors are to:

1. research, develop, organise, conduct and evaluate services to improve people's mental health, with particular emphasis on people with a psychiatric disability;
2. use outdoor adventure education and recreation as the means of providing rehabilitation, respite and integration in the community;
3. develop, organise, conduct and evaluate education and training programs for organisations involved in improving mental health;
4. provide an information, referral and resource for participants and service providers; and
5. promote the value of human contact with natural environments, outdoor adventure education, recreation, and the positive effects these can have on people's mental health.

### Values

The following are the key values held by Out Doors and these guide our decision making, practices and delivery of services:

- *Motivation and optimism:*

Our participants will be rewarded by their experience and through this we give hope and encouragement to our participants to take up challenges and to reach their potential. We will be rewarded by the work we do in striving to achieve the goals of the organisation.

- *Respect and compassion:*

Respect for our participants, staff and leaders are fundamental. We operate with empathy, uphold standards of ethical and non-discriminatory behavior, and work with participants in their interests.

- *Excellence and competence:*

We will strive for high standards in everything we do, particularly the safety and well-being of our participants. We will innovate and constantly seek opportunities for improvement of our services to participants.

- *Integrity and accountability:*

We will be accountable for delivering our Mission, and are committed in all our activities whether related to a participant, a partner, the community, or employees with the highest moral and ethical standards.

- *Sustainability and stewardship:*

We actively use and promote practices that ensure minimal impact on the natural environments that we visit. We acknowledge our responsibility for efficient use of resources to ensure environmental sustainability into the future.