

1. POSITION DETAILS			
Position Title	Clinical Triage Officer	Date Approved	
Portfolio	Mental Health & Alcohol and Other Drugs (AOD)	Contract Period	Fixed term to 30 June 2023
Classification	Level 5	Salary Range	\$75,000 - \$85,000
Version updated	2	J&P last updated	May 2022
2. POSITION CONTEXT			
Organisational overview	<p><b>Why We Exist</b> A Healthier Adelaide by 2030.</p>		
	<p><b>Mission</b> We will:</p> <ul style="list-style-type: none"> <li>• Connect and facilitate a quality health system</li> <li>• Ensure that our community members are heard, consulted and empowered</li> <li>• Work with our community members to improve their health outcomes</li> <li>• Improve our community members' experience of the health system and their health outcomes</li> <li>• Ensure health providers work together</li> <li>• Respond to health needs of the most vulnerable in our community.</li> </ul>		
	<p><b>Our Signature Behaviours</b></p> <ul style="list-style-type: none"> <li>• We do what we say we will do.</li> <li>• We are consistently transparent and timely.</li> <li>• We use our people and resources wisely.</li> <li>• We work, achieve and celebrate together.</li> </ul>		
Job purpose statement	<p>The Clinical Triage Officers work closely with the Central Referral Unit System Support Officers – reviewing all referrals for primary mental health care services received by the Adelaide PHN through the Head to Health Intake and Assessment Phone Service and its Central Referral Unit ('CRU').</p> <p>The Head to Health Phone Service is designed to:</p> <ul style="list-style-type: none"> <li>• Provide a central point to connect people to other services in the region, including through offering information and advice about mental health and AOD use;</li> <li>• Holistic assessment of needs provided by a mental health professional using the Commonwealth's Initial Assessment and Referral tool;</li> <li>• Connect people seamlessly to the most appropriate local service to meet their identified needs.</li> </ul> <p>Referrals are to be clinically triaged and allocated to the most appropriate commissioned service provider (CSP) (or other relevant service). Clinical triage follow-up may be required – on these occasions the Clinical Triage Officer will liaise closely, in a timely manner, with the referring practitioner or other referral source (including self-referral) to assess the risk and appropriate service allocation.</p> <p>The Clinical Triage Officer is an important link with GPs/stakeholders and mental health employees providing mental health expertise and advice to ensure commissioned service delivery outcomes are achieved. The role provides clinical advice and guidance alongside supporting the planning, development, implementation and review of policies and processes to enhance commissioned service delivery.</p>		

	The Clinical Triage Officer works as part of a multidisciplinary mental health and administrative/systems support team.
<b>Reporting/working relationships</b>	<b>Reports to:</b> <ul style="list-style-type: none"> <li>Executive Manager Mental Health and AOD via Central Referral Unit Manager</li> </ul>
<b>Special conditions</b>	<ul style="list-style-type: none"> <li>Some out of hours' work may be required.</li> <li>Appointment is made subject to ongoing satisfactory screening and criminal history checks.</li> <li>Must hold and maintain a current Driver's Licence &amp; insurance.</li> <li>Must be able to use own vehicle (reimbursement of kms costs made in accordance with the ATO).</li> <li>APHN is a smoke free workplace.</li> <li>Participate in Performance Review &amp; Development process.</li> </ul>
<b>3. ESSENTIAL MINIMUM CAPABILITIES</b>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>A passion and commitment to improving primary health outcomes within our community.</li> <li>Ability to support and achieve Adelaide PHN strategic objectives to deliver outcomes in tight time frames.</li> <li>Demonstrated ability to work within a multidisciplinary team, and in cross-portfolio teams and groups.</li> <li>Ability to engage and collaborate with a wide range of stakeholders and community.</li> <li>Ability to provide clinical assessment and triage of Mental Health referrals and recommend appropriate allocations to CSPs.</li> <li>Ability to perform multiple tasks and meet deadlines.</li> <li>Ability to work independently with minimal supervision.</li> <li>Proven high level of communication skills including the ability to communicate effectively, both orally and in writing with client, internal and external agencies and the community.</li> <li>Ability in telephone assessment.</li> <li>Demonstrated ability in using a Person and Family Centred Model of Care and Recovery Focused Approach.</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>A sense of humour.</li> <li>Behavioural flexibility.</li> <li>Dependable team player.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven experience at a clinical level within the area of mental health service and AOD delivery.</li> <li>A minimum 2 years supervised experience in the area of mental health.</li> <li>A minimum 2 years relevant professional development and or supervision.</li> <li>Experience in clinical assessment and triage is a must.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of evidence based psychological therapy.</li> <li>Knowledge of mental health services at a local and state level.</li> <li>Understanding of a Stepped Care approach to service delivery.</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications.</li> </ul>

#### 4. ORGANISATIONAL REQUIREMENTS

##### Compliance

- Employees must support the aims and objectives of Adelaide PHN through understanding and implementation of the Adelaide PHN Strategic Plan and Objectives.
- Be aware of and adhere to Adelaide PHN's policies and procedures.
- Participate in Adelaide PHN Quality Improvement.
- Demonstrate a commitment for our Adelaide PHN Values.

#### 5. ACKNOWLEDGEMENT AND APPROVAL

Key results & accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job & Person Specifications will be reviewed in line with Performance Review & Development process unless required earlier.

Employee:		Signature:	Date:
Manager:		Signature:	Date:
CEO:		Signature:	Date: