



POSITION DESCRIPTION – Senior Intake Clinician

Part 1 – Expectations for Your Role

Position	Senior Intake Clinician
Service / Program	Bounceback
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependent on candidate
Reports to	Manager – Youth Mental Health Services
Effective Date	February 2026

Key Deliverables

- Service Coordination:** Manage service enquiries, via phone call and email, and process new referrals (including mental health and risk assessments); when a young person is deemed ineligible, support navigation to appropriate supports
- Therapeutic service delivery:** Deliver evidence-based and trauma-informed approaches to build rapport, support recovery and promote wellbeing; facilitate single session family consultation and single session thinking for young people
- Networking:** Actively contact and arrange information sessions for identified referral agencies
- Collaboration:** Work in a multi-disciplinary team, to deliver collaborative care to young people and their identified family/carers
- Learning Engagement:** Be proactive and participate in ongoing professional development, reflective practice and supervision
- Documentation:** Complete documentation (case notes, assessments, referrals) on time
- Program Support:** Contribute to program evaluation, feedback, and community engagement
- Self-Determination & Boundaries:** Promote self-determination, healthy boundaries, and self-care
- Crisis Management:** Handle crisis-driven and ethically challenging situations
- Confidentiality & Fairness:** Maintain confidentiality and fairness in work with young people and their identified family/carer

Skills

- Strong skills in understanding the needs of young people and their family/carer, referrers, and community
- Effective in engaging young people, families/carers and stakeholders to achieve recovery goals
- Seeks diverse information and adapts approaches to problem-solving
- Open to feedback and self-care for personal growth
- Experienced in risk assessment and safety planning; intake and eligibility; and sound clinical judgement
- Promotes hope, optimism, and compassion
- Non-judgmental, client-focused approach
- Collaborative, engaged and flexible team player
- Engages authentically with diverse backgrounds



- Values lived experience and works collaboratively
- Growing knowledge of evidence-based models of care
- Competent in Microsoft Office Suite
- Strong administrative and organisational abilities

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Experience and Knowledge

- Strong knowledge and experience in youth, mental health and recovery work
- Demonstrated experience in treatment, support, and recovery approaches to working with people with complex mental health needs
- Demonstrated experience in screening and/or assessment of individuals with mental health needs and co-occurring issues
- Demonstrated knowledge of the relevant and current legislation relating to consumers including the Mental Health Act and Privacy Act
- Demonstrated ability to function independently and as part of a broader program
- Appreciation and understanding of the not-for-profit or health sector, with awareness of industry-specific needs and compliance requirements

Qualification/Registrations/Licences (*Mandatory only*)

- Relevant tertiary qualifications in mental health, alcohol and other drugs, social work, psychology, youth work or other relevant discipline

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally for recruitment and onboarding activities.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. **Key Selection Criteria Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.



- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications •

Relevant tertiary qualifications.

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- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.

