

**POSITION DESCRIPTION – Youth Mental Health Intake & Assessment Coordinator****Part 1 – Expectations for Your Role**

Position	Youth Mental Health Intake & Assessment Coordinator
Service / Program	Mental Health and AOD
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Social and Community Services Employee Level 5
Reports to	Manager Youth Mental Health Services
Effective Date	July 2025

Key Deliverables

- Accurate recording and reporting of all data necessary in accordance with the policies and procedures of Each and the service agreement with the Department of Health, including collation and generation of quarterly & yearly data report for internal and departmental submission
- Respond to enquiries and complete initial contact and initial needs identification, intensive specialist mental health screening, risk assessments (including referral to crisis services, where necessary) and selection panel prioritisation for the bed-based nominations
- Work collaboratively with Each intake teams to support YORS, residential recovery and regional selection panel intake
- Convene the Regional Selection Panels for Youth Residential Recovery MHCSS in accordance with the Terms of Reference provided by the Department of Health
- Nominations are collected, assessed, ranked and candidate recommended within 10 working days (as per Department of Health guidelines)
- Actively participates with management and colleagues in contributing to the development and implementation, monitoring and evaluation of the program
- Actively contacts and arranges information sessions for identified referral agencies
- Respond to enquiries in relation to Residential Recovery Services
- Monitor and allocate email, fax and phone-based enquiries, nominations and referrals for Residential Recovery intake and YORS intake
- Feed panel recommendations back to referrers/young persons
- Liaise and maintain collaborative partnerships with Residential Recovery and YORS referrers and providers
- Actively promote referrals for both YRRs and YORS services
- Liaise and collaborate with the NAIS team to ensure seamless NAIS support to 'overflow' YORS referrals
- Provision of 'overflow' support to young people on 'bridging support' (waitlist) for YORS
- Collaborate with colleagues in shared role to ensure consistent, timely, and thorough achievement of all the above
- Actively responsive to all service needs
- Participation in supervision with line manager
- Engagement in professional development and educational activities as required issues.



Skills

- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds, cultures and abilities
- Demonstrated networking and advocacy skills
- Well-developed organisational and time management skills
- Good interpersonal and communication skills, both verbal and written
- Strong computer literacy skills in relation to data and reporting
- Demonstrated skills in stakeholder management and collaboration
- Demonstrated skills in assessing and presenting mental health referrals
- Ability to work under pressure and to prioritise tasks
- Ability to triage and prioritise referrals and risk
- Knowledge of relevant services/networks/referral pathways

Experience and Knowledge

- Strong knowledge and experience in youth developmental needs
- Strong knowledge and experience in mental health and recovery work
- Demonstrated experience in treatment, support, and rehabilitation 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
- Understanding of harm minimisation approaches to the treatment and management of persons with a Dual Diagnosis (substance misuse and mental health 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

Qualification/Registrations/Licences (Mandatory only)

- Degree qualification or a tertiary qualification plus relevant experience, in Health, Community Services, Mental Health, Disability, Psychology or other relevant and/or related discipline

Physical Requirements

- Ability to sit at a computer for extended periods of time
- Ability to walk up stairs
- Ability to travel between Each locations
- Lift 3 kgs