



MHACA

Mental Health Association of Central Australia
14 Lindsay Avenue, Alice Springs | PO Box 2326 Alice Springs NT 0871
p: (08) 8950 4600 | f: (08) 8953 5577
e: info@mhaca.org.au | w: www.mhaca.org.au

Intake and Access Officer

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| POSITION: | Intake and Access Officer |
| HOURS: | 38 hours per week |
| CLASSIFICATION: | Level 4 (\$71,508 - \$76,776) - Salary Sacrifice available |
| LOCATION: | Alice Springs |
| REPORTS TO: | Operations Manager |
| ENQUIRIES: | (08) 8950 4600 |

ABOUT MHACA

MHACA is a specialist psychosocial recovery and mental health promotion organisation with a strong presence and reputation in the community. We strive to make a difference in the lives of people with a mental illness by supporting participant-driven mental health recovery and assisting communities and organisations to actively improve their mental health and well-being.

Our psychosocial support services and educational programs aim to enhance the mental health and wellbeing of people living in Central Australia through a range of programs and activities including:

- NDIS funded support coordination, capacity building, living skills and social and recreational activities.
- Individual support to people experiencing mental illness.
- Tenancy support to people who are homeless or at risk of homelessness.
- A day program offering group activities and peer support.
- Mental health promotion to reduce stigma and raise community awareness.
- Support remote Aboriginal communities to build awareness and community capacity to implement suicide prevention strategies.
- Training in mental health first aid, suicide intervention, workplace health and related areas
- Advocacy for improved services at local, state and national levels.

PRIMARY OBJECTIVE

The Intake and Access Officer is the key point of contact for access to MHACA's services and assists members of the community to navigate the mental health service system. This role also provides support to eligible participants to test their eligibility for the National Disability Insurance Scheme (NDIS).

KEY RESPONSIBILITIES

The Intake and Access Officer will:

- Be the key point of contact for enquiries about and entry to MHACA's services.
- Respond to queries and support people to identify and access appropriate supports in the community.
- Build knowledge in the community about the mental health service system including NDIS in a proactive and supportive way, to ensure each participant is equipped to understand where they are most appropriately supported.
- Conduct Intake processes in accordance with MHACA's procedures.
- Work closely with the clinical team to support access to MHACA's services and support engagement in assessment and referral processes.



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- Facilitate internal and external referral processes.
- Support and assist eligible participants to submit an Access Request Form (ARF) or equivalent to the NDIA.
- Identify, request and collate evidence to ensure the participant is assessed accurately by NDIA.
- Support participants in preparing for and participating in NDIS planning and review processes.
- Develop and maintain relationships with clinical agencies and other community support agencies to ensure collaborative evidence sharing.
- Resource other MHACA team members and participants in relation to NDIS access processes.
- Actively participate in the organisation's quality, safety and risk management systems.
- Any other duties which may reasonably be expected in relation to the role.

SELECTION CRITERIA

Essential

- Minimum of Cert IV in Mental Health or extensive knowledge in the field.
- Prior experience and knowledge of the NDIS and its service models.
- The ability to work effectively and empathetically with individuals from diverse backgrounds, cultures and abilities.
- A demonstrated person-centered, recovery-focused, strength-based approach to participants' care based on a sound understanding of mental health and illness.
- Good time management, including independently establishing and managing work priorities and organizational skills.
- Highly developed interpersonal communication skills.
- High level of written and oral expression.
- High developed computer skills.
- Current NT Driver's License.

Desirable

- Knowledge of Australian Mental Health Frameworks such as the National Mental Health Standards, National Mental Health Strategy and NDIS.

What's in it for you:

- A competitive Salary that is above award
- Salary Packaging meaning a large amount of your package is tax free
- 6 weeks' annual leave and leave loading
- Superannuation
- Annual Wellbeing Allowance of \$400
- 11 days of personal leave
- Access to an Employment Assistance Program with Relationships Australia
- Monthly supervision
- A comprehensive training and development program
- Flexible work hours



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CONDITIONS OF EMPLOYMENT

The successful applicant will be required to have a current National Police Check and possess an Ochre Card or be registered on the NDIS Worker Screening.

For further information please contact Kelly Dennis on (08) 8950 4600 or
kelly.dennis@mhaca.org.au.

Applications must address the Selection Criteria and include a resume and contact details of 2
current referees. Please forward to:

kelly.dennis@mhaca.org.au

Applications close 4 pm 15th October 2021