

Position Description: Intake Coordinator

Position Title:	Intake Coordinator
Reporting To:	Practice Manager Clinical Operations Lead Practice Director
Location:	6 Outram Street, West Perth
Hours:	Monday to Friday 8:30am to 4:30pm

Purpose of role

To triage new client queries and referrals, to identify the presenting needs of the client so as to determine suitability for the Lawson Clinical Psychology (LCP) waitlist and/or allocation to LCP clinician(s). To identify and suggest refer-on options for new client queries and referrals that are deemed unsuitable for LCP and for whom the needs would be better met in an alternative setting or service. To coordinate the LCP waitlist and liaise with clinicians and new clients for new client allocations. Assist with booking in and commencing the required paperwork and documentation for new clients. The intake coordinator is also responsible for team nurturance gift coordination and new referrer nurturance.

Expectations

Responsible for, but not limited to, the following:

Daily

- Review of all clinicians' calendars to identify if new clients have been requested by clinicians or if there are clinicians with availability that could be used for new clients, with view to filling these vacancies. New client spaces to be filled 2 weeks ahead where possible.
- Respond to all emails within the '*triage@lawsonpsychology.com.au*' email and return all triage-related telephone calls, within 24 hours where possible. Sequence calls in order of presentation/received.
- Book new clients with appropriate clinicians.
- Coordinate the triage appointments in PowerDiary

- Triage new client queries/referrals with prospective clients, following the triage script to help direct and structure the call.
- As part of triaging new queries, determine suitability of new client queries/referrals for LCP.
- Provide refer-on options for clients for whom the presenting concerns could be better met in another setting or service. Document decisions relating to referred-on clients in PowerDiary.
- Maintain a log/spreadsheet of potential refer-on options, adding to these as new options are identified.
- Send all required documents to new client inquiries/new clients commencing and complete all necessary paperwork/forms with new clients commencing (e.g., send new client email, set client up in PowerDiary, book forthcoming appointments, ensure referral complete, send consent forms).
- Send DNA email to new clients who have not attended their scheduled triage appointment.
- Check Team Nurturance tasks daily and complete tasks on the same day (unless otherwise specified).

Weekly

- Collate and email weekly summary update of number of current cases and request that clinicians identify if they can take on new cases.
- Check in with new clients 48 hours prior to appointment to ensure all required paperwork is complete, answer any questions, and welcome clients to the practice.
- Check new referrer details in PowerDiary and send Thank You cards to the new referrers.
- Check client follow-up list weekly.
- Maintain a waitlist, such that all follow-up tasks are completed, all relevant 'tags' are applied, and carry over waitlist details into client file on transfer to clinician.

Other duties

- Compliance with the requirements of workplace health and safety, equal employment opportunity and anti-discrimination practices and behaviour in the work environment.
- Provision of high-level customer service to our referrers, clients, and other strategic relationships in conjunction with the practice manager.
- Actively participate in initiating, developing, and implementing quality and service improvement processes.
- Log hours via Employment Hero logging in at the start of shift and logging out at end of shift.
- Complete other Client Relationship Team tasks as directed/requested.

Hours

- You will work an average of 30 hours per week across four days (negotiable), between the hours of 8.30am - 4.30pm, or as agreed in your individual contract and discussed with the Practice Manager.
- Hours may vary based on clinic needs.

Qualifications

- No specified minimum education requirement.
- Undergraduate degree in psychology or a health-related field is desirable, but not required.