



CLINICAL ALLOCATOR

DUTY STATEMENT

Job Title:	Clinical Allocator
APS Level:	APS 6
Branch	Open Arms - Veterans and Families Counselling
Section:	Clinical Outreach and Groups
Location:	Various
Immediate Supervisor:	Assistant Director Clinical Outreach and Groups (EL1)

JOB DESCRIPTION

The Clinical Allocator is responsible for helping manage the regional allocations queue, ensuring that clients of Open Arms are allocated to the services they need, at the earliest opportunity. The Clinical Allocator takes a proactive approach to 'matching' services to meet client need, working collaboratively with internal staff and external key stakeholders to achieve this goal.

The Clinical Allocator is part of the Clinical Outreach and Groups team within Greater New South Wales. The role involves reviewing intake assessments on a daily basis, liaising with clients as appropriate, helping manage client expectations in line with organisational capacity, liaising with clinicians and other key staff to facilitate the referral process.

DUTIES

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS Values and APS Employment Principles, the Clinical Allocator will:

1. Collaboratively manage the regional 'allocation queue' through liaison and consultation with Open Arms Clinicians, Outreach Program Counsellors (OPCs) and Clinical Support staff through:
 - a. Daily oversight of the regional allocations queue
 - b. Review of intake assessments
 - c. Liaison with either Client Assist or the client directly to obtain further information as appropriate
 - d. Matching of clients to appropriate OPCs or In-Centre staff based on client need and skillset of clinicians and availability
 - e. Escalating and prioritising allocations based on clients' presentation and need (e.g. risk issues) in consultation with an Assistant Director or delegate

- f. Establishing and building positive relationships with regional OPCs
 - g. Contacting clients on the waiting list when required (i.e. update on allocation progress and arrange interim clinical support while awaiting allocation)
 - h. Ability to manage client expectations in line with organisational capacity.
2. Contribute to the continuous quality improvement of the Open Arms Outreach Program in the region through:
 - a) coordination and participation in the orientation and resourcing of suitably qualified and experienced outreach counsellors in line with Open Arms policy
 - b) ensuring referrals are appropriate, timely, and accompanied by relevant written client and administrative documentation
 - c) applying quality assurance procedures to ensure all aspects of outreach counsellors' clinical practice, reporting and invoicing meet contractual requirements
 - d) providing information, debriefing and support to contracted OPCs as appropriate.
 3. Develop, maintain, and manage a database of Open Arms contracted OPCs including keeping timely information on their availability.
 4. Provide high quality clinical services that may include crisis support (e.g. responding to walk-ins).
 5. Maintain clinical records according to Open Arms standards e.g. session notes, reports.
 6. Participate in compulsory learning and development activities.
 7. Apply the principles of cooperative and safe work practices consistent with the APS Values and the Department's mission, vision, approach and values.

SELECTION CRITERIA

Your application will be assessed against the APS 6 Integrated Leadership System (ILS)

1. Supports strategic direction

The successful applicant will demonstrate an understanding of the nature of issues and challenges faced by military veterans, defence force personnel, and their families; and have an ability to respond to their specific needs in ways that enable the development of trust and confidence in the service.

2. Achieves results

The successful applicant will demonstrate an ongoing commitment to participate in and contribute to learning and development activities at individual, team, organisational and broader community levels, to ensure the Open Arms client group has continued access to effectively implemented, evidence based treatment options.

3. Supports productive working relationships

The successful applicant will demonstrate a high level of understanding in the application of a range of up to date, evidence based, clinical interventions and other activities, relevant to promoting and supporting the positive mental health of the Open Arms client group. This will be implemented through, management of clients at elevated risk, by connecting them with relevant referral pathways across open arms and more broadly such as case coordination with DVA, provision of telephone-based assessment and counselling support, crisis intervention and peer support.

4. Displays personal drive and integrity

The successful applicant will have a proven ability to manage a diverse and high volume work load; keep up to date data entry and service documentation; develop and maintain collaborative external working relationships and networks; and operate from an ethical and accountable practice framework.

5. Communicates with influence

The successful applicant will demonstrate an awareness of how the functions of this position fit within a broader organisational and inter-departmental framework, and be able to respond to internal and external systems requirements as an Australian Public Service employee and a representative of the Open Arms.

6. Collaborating with colleagues

The successful applicant will have highly developed interpersonal skills that enable an ability to work within a context of personal and professional diversity in a way that achieves positive outcomes for individual staff members, the team, the organisation as a whole, and the client group.

To learn more about the ILS click [here](#).

STATEMENT OF CLAIMS

Candidates apply by submitting a 1000 word statement of claims, also known as a 'one page pitch'.

Candidate's statement of claims outline their skills, knowledge and experience and why they should be considered for the role taking into consideration the duties and selection criteria (ILS).

MANDATORY REQUIREMENTS

- Qualifications as a registered Psychologist / Mental Health Occupational Therapist / Mental Health Registered Nurse with full AHPRA registration, **OR**
- Qualification as a Social Worker eligible for membership of the Australian Association Social Workers (AASW) and be eligible to apply for Mental Health accreditation.

- Applicants must have extensive clinical experience.
- Applicants must have well-developed communication skills and a willingness to follow up with clients and service providers via phone.
- Working with Children (WWC) and/or Vulnerable People Checks/Clearance.

HIGHLY DESIRABLE SKILLS AND EXPERIENCE

- Highly developed organisational skills with an attention to detail.

HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.