

POSITION DESCRIPTION

POSITION TITLE:	Intake and Careline Clinician - Child & Family Health Professional
DEPARTMENT:	Intake
OPERATIONAL BASE:	Digital Health Services Carramar
STATUS:	Fulltime or job share considered
VACCINATION CATEGORY:	A (including annual Influenza Vaccination)
RESPONSIBLE TO:	Digital Health Services Manager through to Director, Clinical Services Public Health System Nurses' and Midwives' (State) Award 2023 aligned to Named NSW (Non-Declared) Affiliated Health Organisations' Nurses Agreement 2017 Or NSW Health Service Health Professionals (State) Award 2025 aligned to Named NSW (Non-Declared) Affiliated Health Organisations' Professional & Associated Staff Agreement 2022

PURPOSE

Karitane staff provides safe, effective, quality care consistent with the organisation's mission philosophy, values and standards of care, and adhere to the Professional Code of Conduct. Digital Health Services Intake and Careline plays a key role in delivering responsive, culturally safe, and trauma-informed care to families with children aged 0–5 years via telehealth.

Professional practice must reflect adherence to agreed professional standards and be responsible for the delivery of clinical services under the supervision of the Manager.

Performs within the policies and procedures of Karitane

KEY SELECTION CRITERIA

1. AHPRA registration as a Psychologist, Social Worker, Occupational Therapist or Registered Nurse. A degree in Psychology, Social Work or Nursing which provides eligibility for membership of the relevant professional association/full registration through the Australian Health Practitioner Regulation Agency.
Psychologist should have full registration
2. Provide effective and efficient provision of psychosocial assessment, counselling and information sharing whilst working in partnership with families.
3. Extensive clinical experience in child and family health, including mixed modalities

and virtual models of care.

4. Demonstrated effective written and verbal communication skills, including computer skills, interpersonal and problem-solving skills.
5. Demonstrated ability to work independently and within a multidisciplinary team.
6. Familiarity with data collection systems and practices. This would include experience in eMR systems, such as scheduler, powerchart and utilising the Community Client List.
7. Demonstrated experience in prioritising work and managing challenging situations.
8. Demonstrated ability to work in a multidisciplinary team and liaise with other health professionals to facilitate health services for Aboriginal families and their children.

RESPONSIBILITIES

Nursing

To practice in accordance with the recognised Standards for Mental Health Nurse Practice, Codes of Conduct for Nursing and legislation affecting Nursing and Mental Health Practice. All nursing staff are to provide evidence of current national registration with the Australian Health Practitioner Regulation Agency (AHPRA)

Reference:

1. AHPRA- Code of Conduct for Nurse and Midwives (2018)
<file:///C:/Users/60085827/Downloads/NMBA---Fact-sheet---Code-of-conduct-for-nurses-and-Code-of-conduct-for-midwives---March-2018.PDF>
2. MaCAFHNA - National Standards for Child and Family Health Nurses (2017)
https://www.mcafhna.org.au/client_images/2830942.pdf
3. CAFNA NSW- Child and Family Health Nursing Professional Practice Framework (2022)
https://www.mcafhna.org.au/client_images/2830944.pdf

VACCINATIONS

- **Category A** workers are required to meet and maintain the vaccination criteria (as per the current NSW Health policy directive) including annual influenza vaccinations.
- **NOTE** - please read and understand NSW Health policy directive for more information - https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2026_004.pdf

“Karitane is committed to providing a safe, inclusive, and empowering environment for all children and young people. We are dedicated to upholding the Child Safe Standards, all staff share responsibility for maintaining a child-safe culture.”

CLINICAL

To provide a comprehensive triaging system for families referred to Karitane. Providing care in keeping with recognised standards where the primary objective is to assist parents and their children in order to promote optimal health and wellbeing. Care is provided within the framework of Karitane Policies and Procedures.

Duties

Enable Intake, Screening, and Triage and Allocation of families to local services

- Deliver phone-based Careline consultations consistent with Karitane’s model of care. To manage careline and intake calls and referrals from parent/carer consumers, GPs and other health professionals through a 1300 line, Centralised (CRM) Intake platform and other appropriate place-based service entry points.
- Triage clients referred to Karitane, including prioritising clinical information to ensure families are provided with the most appropriate service within Karitane – including to clinical, corporate, telehealth and research streams
- Conduct comprehensive child and family psychosocial and risk assessments, particularly at intake
- Provide evidence-based guidance on parenting, development, perinatal mental health, sleep, feeding, and early intervention
- Apply trauma-informed, culturally safe, and person-centred practices in all client engagement
- Use clinical documentation systems and digital health tools to ensure quality, compliant, and auditable records
- Lead or contribute to case conferences involving vulnerable or complex families
- Coordinate or contribute to performance monitoring of intake services using client feedback, data analytics, and systems audits/
- Assessment of child protection, parental mental health and domestic violence risk factors and provide appropriate referral and triaging of clients at risk
- Maintain professional interactions with key stakeholders
- Develop and demonstrate an awareness of multicultural values, beliefs and practices to facilitate communication with clients and families.

Co-ordination and integration

- Clinicians will liaise with a range of multi-disciplinary professionals who are involved in Client’s care, ensuring a smooth and coordinated approach, especially when multiple agencies are involved.
- Clinicians should be able to identify when there is a need for urgent action or for a step-up in care and alert the relevant professional. Identification and safe management of clinical risk/child protection/domestic violence through appropriate escalation pathways.

- Liaise with referral agents and other services in Karitane to ascertain further information and ensure continuity of care
- Attend and present complex clients at departmental and organisational MDT meetings

Administration Record keeping

- Maintain adequate client records, including databases and statistics relevant to the service. Complete work in a timely manner, and meet all prescribed key performance indicators.
- Clinicians are in a key position to identify opportunities and gaps in services. They will feed back information on this as well as service quality and accessibility.
- Accessing powerchart, Registering clients, booking clients, accessing and writing Clinical notes utilising the Community Client List.

General responsibilities

- Clinicians will work collaboratively with the other clinical staff, supporting each other and meeting regularly as a team.
- Clinicians will take part in Karitane events (EXPO) and activities as agreed with your line manager.
- Clinical staff will be expected to establish strong links with other Karitane services, consumers and referring agents and contribute to the wider aims and objectives of the organisation.
- Participate in the teaching of students.
- Participate in the teaching, mentoring and supervision of inexperienced staff
- Identify areas of improvement and attend appropriate continuing education and clinical updating, providing documented evidence of participation.

ORGANISATIONAL

Function in accordance with the policies, procedures and mission statement of Karitane.

- Align practice with Karitane's vision, mission, and strategic priorities
- Participate in planning and delivery of the DHH innovation projects, including streamlined intake and triage systems
- Assist in data collection, reporting, and service development aligned with the quality improvement agenda
- Work collaboratively across Karitane sites and stakeholder networks
- Comply with Work Health and Safety standards and contribute to a psychologically safe work environment
- Flexibly undertake new or additional responsibilities as directed to support organisational needs

SAFETY & QUALITY

- Participate in outcome-based safety and quality initiatives aligned with the NSQHS Standards
- Evaluate and refine virtual service models to ensure safe, inclusive, and efficient care delivery
- Promote consumer satisfaction and family empowerment across all service touchpoints

Performance Standard

This is demonstrated by your ability to:

- a. Evaluate practice and identify areas that could be improved in accordance with the National Safety and Quality Health Service (NSQHS) Standards
- b. Participate in the Karitane Safety & Quality Framework and Management activities and accreditation auditing processes and programs as allocated and in accordance with your scope of practice

CONDITIONS OF EMPLOYMENT

Various employment status is in accordance with the Named NSW (Non - Declared) Affiliated Health Organisations' Nurse's Agreement 2017. Shift times and days may be varied according to the needs of the organisation. Karitane services are provided at a number of sites within the Sydney

Metropolitan Area and across NSW.

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants

ABOUT US

Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to 5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Karitane have been a leading provider of parenting services since 1923 and are approaching our Centenary. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

OUR CARE

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

OUR VISION

Leaders in early parenting services that empower families and children to be confident, safe and resilient.

OUR MISSION

To provide accessible, evidence-based services that support families to parent confidently. Through research, advocacy and collaboration we promote excellence in our care across a diverse community.

OUR VALUES

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

SUPPORTING OUR PEOPLE

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations you can transfer your leave entitlements to Karitane.

UNIVERSAL STATEMENT OF OBLIGATIONS

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.

- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

PERFORMANCE MANAGEMENT

Performance appraisal will be carried out at three months and then annually with the Digital and Telehealth Innovations Manager.

EXIT INTERVIEWS

Participate in an Exit interview on termination.

POSITION DEMANDS CHECKLIST – Intake Clinician	
PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Frequent

Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Infrequent
Touch - Use of touch is an integral part of work performance	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Frequent
PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent

Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.

- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:

Please print

Employee Signature:

Date:

____ / ____ / ____

Manager Name:

Please print

Manager Signature:

Date:

____ / ____ / ____