



UNION JOB DESCRIPTION

JD6165

JOB TITLE:	Intake Clinician - Early Intervention Program	JOB DESCRIPTION NO.:	6165
CLASSIFICATION:	Disciplines Allied to Social Work P1	GRID/PAY LEVEL:	H-I-P1
COLLECTIVE AGREEMENT:	Health Science Professionals	HSCIS NO.:	50001
UNION:	HSA	JOB/CLASS CODE:	50001
PROGRAM/DEPARTMENT:	Child, Youth & Family Rehabilitation Services	BENCHMARKS (If Applicable):	
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Queen Alexandra Centre for Children's Health		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager or designate, the Intake Clinician, for Early Intervention and related programs works with a multi-disciplinary care team to conduct intake for clients by screening, assessing and accepting and or denying referrals based on program eligibility, in consultation with Clinical Leads, for Occupational Therapy, Physiotherapy, Speech Language Pathology, Infant Development and Social Work as necessary. Within the context of a client/family-centered approach, the Intake Clinician will work within professional scope of practice, including the use of a Trauma Informed Model of Care. The Intake Clinician will provide suggestions to help families whose children are not eligible for Early Intervention services to find the most appropriate community programs to meet their needs. The Intake Clinician will liaise with, and obtain resources, from community social health and welfare agencies.

The Intake Clinician contributes to the achievement of organizational and departmental objectives, in accordance with established standards of practice, Island Health policies, and work-related processes, procedures and guidelines, including safety and quality protocols.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Conducts telephone intake assessment for Early Intervention and related programs by interviewing and gathering health care information from client/family to create a comprehensive representation of the client and their needs, including past service delivery, current resources/supports and other relevant information from other service providers.
2. Evaluates and synthesizes information obtained through client health records, developmental histories, assessments, screening results, family interviews, and other relevant sources. Applies clinical expertise, professional judgment, and advanced interviewing techniques to interpret findings, identify developmental concerns, determine when additional assessment or probing questions are required, and assess client eligibility and priority for program services using established criteria and assessment tools. Communicates eligibility decisions and recommendations to referral sources and clients/families and provides consultation regarding alternate health care and community resources when clients are deemed ineligible for services. Provides waitlist management services.

3. Coordinates services for eligible clients and facilitates access to appropriate program supports. Communicates relevant information regarding the client's developmental, social, cultural, behavioural, and family circumstances, including complex, unusual, or exceptional situations, to the interdisciplinary team to support collaborative assessment, service planning, and care delivery. Provides consultation to clients, families, referral sources, and care providers regarding service options, available supports, and community resources. When clients are deemed ineligible for program services, provides recommendations and facilitates connections to alternate health care, community, and social service resources to support identified needs.
4. Provides brief psychosocial support to client/family/caregiver who are seeking services, as needed.
5. Maintains, updates, and reports on client data and program data using the Electronic Health Record (EHR). Provides statistical data on a quarterly basis to program coordinator or manager.
6. Collaborates with multi-disciplinary care teams, practice leaders, client, family and other partners in the provision of care across the continuum; and coordinates administrative tasks related to the provision of care.
7. Participates in employer programs and initiatives such as clinical rounds, research activities, quality improvement, team conferences, meetings, and the development of new policies, procedures and standards for care/program delivery. Contributes to discussions; reports back on decisions, outcomes and recommendations.
8. Utilizes, maintains, and participates in the evaluation of work-related systems, tools, supplies, and equipment in the provision of care/treatment. Gathers, enters, reviews, and maintains patient/client information in health systems. Meets organizational and regulatory clinical record/documentation standards. Compiles/prepares reports.
9. Provides orientation, guidance, and collegial information or demonstration of equipment or work methods and processes to others including peers, new staff, and students. Provides instruction and/or supervision to students; evaluates and provides feedback on student progress. Provides work direction to support staff.
10. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

- Bachelor's degree in a health or social services related discipline (such as counselling and/or child & youth care) from an approved post-secondary institution; and
- Two (2) years' recent related experience in a developmental pediatric setting or related field; and
- Knowledge and/or experience with application of family-centered practice, local and regional resources for children, intake processes and an understanding of community health, welfare, and social agencies.

An equivalent combination of training, and experience may be considered.

Skills And Abilities

- **Communication:** Demonstrated ability to communicate effectively with client, family/caregiver, the public, medical staff and multi-disciplinary teams using verbal, written and computer-based communication. Ability to utilize conflict resolution skills to promote collaboration and effective problem-solving in multi-disciplinary settings.
- **Judgment:** Demonstrated ability to exercise independent, professional judgment with empathy, tact and integrity when dealing with client and their family/caregiver. Ability to promote culturally safe, client-focused care by incorporating an understanding of cultural and spiritual beliefs and preferences, client advocacy and social justice concerns to enhance service provision and decision making.
- **Teamwork:** Demonstrated ability to establish and maintain effective working relationships in a complex, multi-disciplinary environment.
- **Organization:** Demonstrated ability to independently organize work, set objectives, problem-solve and establish priorities in a complex, continuously changing environment. Manages time and resources effectively to consistently complete tasks with accuracy in the interest of ensuring effective and timely delivery of services.

- **Equipment:** Demonstrated ability to operate equipment including computerized systems, Microsoft Office Suite applications and clinical software programs. Ability to operate other related equipment as required in the specific practice area.
- **Physical Ability:** Physical ability to perform the duties of the position.