



Supporting Mental Health & Wellbeing

Position Description

headspace Clinical Lead

Location:	headspace Broken Hill
Position Level:	Level 4 (Health Professionals)
Award:	<i>Health Professionals and Support Services Award 2010</i>
Reports to:	Clinical function - Clinical and Operations Manager, headspace Administrative function – Manager, Broken Hill
Employment Type:	Full-time

1. POSITION SUMMARY

The **headspace** Clinical Lead role has been established to support the Clinical and Operations Manager, **headspace** to develop, implement, oversee and manage the clinical operations of the **headspace** Broken Hill centre at the local level.

The role will facilitate excellence in integrated holistic health care, with the goal of improving outcomes for young people accessing the service and the wider community.

The incumbent will work closely and collaboratively with other members of the Flourish Australia team, ensuring all activities are in accordance with the Grant Agreement, the **headspace** Consortium and its Youth Reference Group.

The incumbent will also support the Clinical and Operations Manager to ensure clinical procedures are well established and followed.

2. ORGANISATIONAL INFORMATION

2.1. Flourish Australia

Flourish Australia has been funded by **Western NSW Primary Health Network** to establish and operate the **headspace** Centre in Broken Hill.

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best, whether that's through help finding a place to live, a job that's fair and rewarding, or more structured services to assist day-to-day living.

Our Vision

To enable full participation within a diverse and inclusive community.

Our Mission

Working together for optimal mental health and wellbeing.

Our Values

Hope, inclusion, partnership, diversity, integrity, respect, trust.

2.2. headspace – The National Youth Mental Health Foundation

headspace, established in 2006, is making a difference to the lives of thousands of young Australians by:

Giving young Australians the opportunity to seek help early: Thousands of young people have been assisted through our **headspace** centres Australia wide.

Bringing together local health services under the one roof: Reform of local mental health and substance use service systems are being driven by the funding that **headspace** has provided to local communities. Services such as mental health, vocational and alcohol and other drug services come together in our **headspace** centres.

Making it easier for young people and their families to find the information they need: Designed to be youth-friendly and easy to navigate, **headspace's** website is often the first port of call for people seeking information about youth mental health and wellbeing issues and services within Australia.

Reviewing evidence and interventions to provide Australians with the most up-to-date information on youth health: **headspace's** Centre of Excellence is undertaking a systematic review of Australian and international evidence on interventions for mental health and substance use disorders in young people aged 12-25 years.

Providing opportunities for young people to have input into the development and delivery of headspace services.

Creating awareness and educating young people about how to get help: A successful ongoing social marketing strategy has resulted in **headspace** having a distinct identity and

profile in the Australian community.

Training professionals how to work with young people: Professionals from a variety of settings across different **headspace** communities are provided with training in youth-specific psychosocial assessments and strategies for the effective engagement of young people.

In providing services, **headspace** is:

- **Compassionate** – We are caring, focussed and respectful of others
- **Inclusive** – We value a diversity of opinion and background
- **Responsive** – We are agile, flexible and move rapidly
- **Passionate** – We care about what we do and enjoy what we do
- **Leaders** – We are innovative, thought leaders and valued partners.

For more information about **headspace**, please visit www.headspace.org.au

2.3. About headspace Broken Hill

Flourish Australia has collaborated with the other local services to form **headspace** Broken Hill. **headspace** Broken Hill is based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client centred, community orientated approach delivers sensitive, accessible and quality services for the target group.

The members of the **headspace** Broken Hill consortium are:

- Flourish Australia
- Mission Australia
- Western NSW Local Health District
- Maari Ma Aboriginal Health Service
- Black Dog Institute
- Joblink Plus
- Lifeline Broken Hill
- Neami National

We also have consultancy agreements in place with other organisations to provide a range of services.

The **headspace** Broken Hill mission is to “*promote and facilitate improvements in the mental health, social and emotional wellbeing and economic participation of young people aged 12-25 in the Broken Hill and surrounding areas.*”

headspace Broken Hill is a youth friendly centre that provides services across four core streams; primary health care, mental health, alcohol and other drug (AOD), and social/vocational services. The clear intention is to significantly increase the number of young people that are identified and responded to with evidence based interventions, at a much earlier stage.

3. KEY RESPONSIBILITIES/OUTCOMES

The **headspace** Clinical Lead position will support the Clinical and Operations Manager in the following areas: -

Human Resources

- Provide clinical supervision to junior clinical staff, monitor clinical performance and development, and address clinical staff performance issues as required according to documented policies and procedures and in consultation with the Clinical and Operations Manager.
- Facilitate positive communication between private practitioners, clinical and administration staff.
- Work collaboratively with private practitioners to ensure that any difficulties are identified and problem solved to ensure the long-term ongoing satisfaction of private practitioners.

Business Management

- Establish appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective clinical operations of the **headspace** Centre.
- Manage all aspects of the administration of clinical services within the centre.

Service Delivery

- Work with the **headspace** Broken Hill team to create systems and a quality environment that promotes clinical excellence in youth health and support services and a community of practice where sole practitioners can function in a supportive team environment.
- Oversee the day to day clinical operation of the service.
- Undertake a range of assessments of young people as appropriate, including intake assessments, assessment of functioning, outcome measures, and symptom severity measures.
- Work collaboratively with the young person to develop individual recovery plans and/or service plans that are person-centred and directed by the young person as much as possible.
- Facilitate case conference meetings with internal and external service providers to ensure a positive and collaborative approach to assisting the young person.
- Design treatment plans and relevant interventions as identified, and assist the young person to drive their own recovery plan as much as possible.
- In conjunction with the Manager Broken Hill, coordinate supports with other internal and external service providers, including General Practitioners and other medical professionals, Government Departments and services, Non-Government Organisations, and schools.
- Provide brief psychological interventions as appropriate in collaboration with, or under direction of, other Psychologists.

- Write professional reports as appropriate and maintain progress notes on an ongoing basis using electronic databases.
- Report on individual progress with young people during case discussions/ team meetings and also formally using relevant **headspace** data systems.
- Participate and facilitate clinical service monitoring and review as appropriate.

Clinical Leadership

- The Clinical Lead will:
 - a. Oversee processes to ensure appropriate case planning and coordination for young people accessing **headspace** Broken Hill;
 - b. Implement the **headspace** Broken Hill clinical governance framework providing an integrated model of community based health services delivery; and
 - c. Proactively monitor high risk youth, and ensure that a quality service is being offered in line with evidence-based principles.
- Lead the development, implementation, monitoring and evaluation of strategies and processes to improve system integration, and co-ordination between relevant services.
- Assist with overseeing the multi-disciplinary team processes and the integration of service delivery, including optimising **headspace** Broken Hill's shared electronic client management systems.
- Oversee the implementation of relevant and innovative clinical services and contribute to program and research development to ensure service integrity and quality.

Knowledge Management, Evaluation and Quality

- Participate in the **headspace** Collaborative Learning Network, involving other **headspace** Broken Hill staff as appropriate.
- Oversee the participation of staff in the national education and training program
- Oversee the development and implementation of the local clinical induction of new staff at **headspace** Broken Hill

Workplace Health & Safety (WHS)

- Assist the Manager Broken Hill with ensuring a safe workspace and safe working practices; that staff attend orientation and refresher training in relation to WHS policies and procedures; monitor compliance of WHS policies and procedures; conduct regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.
- Provide support to staff in any critical incidents and high-risk situations in line with policies.
- Work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Flourish Australia WHS policies and procedures.
- Comply with all legal, professional, financial, and employment obligations and comply with Flourish Australia policies and procedure.

General

- Participate in Flourish Australia and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.
- Represent Flourish Australia and **headspace** Broken Hill at events, conferences and seminars as required.

4. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

Essential

SC1. Qualifications:

Possession of tertiary qualifications in Psychology, Social Work, Nursing, Occupational Therapy or other allied health discipline recognised by the tertiary mental health services sector, and eligibility for membership of an appropriate professional body; and eligibility to register with Medicare Australia as an MBS Primary Care provider or an Allied Mental Health Professional provider.

SC2. Relationship Management

Demonstrated capacity to effectively engage in multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations and stakeholders.

SC4. Communication

Highly developed written and verbal communication skills, and the ability to engage with, establish and maintain effective relationships with a diverse range of people, including young people, health professionals, educators, academic researchers, and service providers.

SC5. Policy and Service Delivery: Youth Health

Experience in direct service provision to young people and/or providing mental health services or programs, including being able to respond effectively to crisis and high-risk situations, when required.

SC6. Policy and Service Delivery: Clinical Knowledge

Demonstrated experience in the participation of clinical systems including the implementation and review of Clinical Governance Models, privacy and confidentiality principles.

SC7. Personal characteristics, skills and knowledge

Demonstrated capacity to operate autonomously when required.

Demonstrated information management and technology skills including:

- a. experience in the use of electronic client/customer management systems; and
- b. ability to use a desktop computer, with familiarity with the Microsoft Windows environment and Microsoft Office applications.

Desirable:

- Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector.

- Knowledge and understanding of relevant legislation, policies and strategic directions of mental health services for young people experiencing (or at risk of) a serious mental health issue.
- Knowledge of Broken Hill youth / health sectors.
- Experience in private practice settings.
- A current driver's licence.

5. JOB COMPLEXITY, SKILLS, KNOWLEDGE

5.1 Level of Supervision/Independence

- The position operates under limited direction and supervision.
- Individuals will have access to regular supervision.

5.2 Problem Solving and Judgement/Risk

- Provide input regarding the implementation and delivery of the Flourish Australia **headspace** service.
- Select methods and techniques based on sound judgement.
- Will be expected to make decisions including managing risk situations in accordance with the Flourish Australia risk management framework.
- May be required to negotiate matters on behalf of Flourish Australia.
- Be expected to problem solve and use initiative in situations which may involve issues that require resolution between individuals or services. In such situations discretion, sensitivity and diplomacy will need to be executed.
- Will contribute to the development and implementation of policies and programs.
- Will be able to contribute to the formulation, implementation, monitoring and evaluation of projects and programs.
- Advice is available on complex or unusual clinical matters.
- Be able to independently apply professional knowledge and judgment.

5.3 Professional and Organisational Knowledge

- Successful applicants will have some knowledge of mental health issues and how they affect the lives of young people.
- Knowledge of management methodologies and processes, policy and program development processes; and established guidelines, procedures and practices of the organisation and related bodies.
- Knowledge of relevant statutory requirements.
- Extensive knowledge of the provision of assessment and treatment services, and supervision and training of junior mental health clinicians.

5.4 Breadth of the position

- May be involved in the initiation and formulation of projects specific to the needs of the local area, and in the identification of current and future options.

- May be required to contribute to the development and implementation of work practices and procedures relevant to the local Flourish Australia **headspace** team.

6. POLICIES AND WORKPLACE PRACTICES

All **headspace** Broken Hill employees are required to acquaint themselves with the organisation’s policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Uphold the objectives and philosophy of **headspace**
- Act collaboratively with all colleagues
- Act in a safe and responsible manner at all times.

This position requires the preferred applicant to undergo a Working with Children and National Criminal Records Check.

7. Agreement

I, _____, have read and understand my obligations as the **headspace** Clinical Lead with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.