



Where mental wellbeing thrives

Position Description

Senior Youth Access Clinician

Location:	headspace
Award:	Flourish Australia Enterprise Agreement (2018)
Position Level:	Level 3 (Health Professionals)
Reports to:	Clinical and Operations Manager, headspace
Employment Type:	Full Time

1. POSITION SUMMARY

The **headspace** Senior Youth Access Worker (SYAW) will work under the direction of the Clinical & Operations Manager, **headspace** to provide relevant services to young people accessing the service.

A **headspace** Senior Youth Access Worker (SYAW) is a highly motivated and dynamic person who facilitates excellence in integrated holistic health care, with the goal of improving outcomes for clients of the service and the wider community.

Working closely and collaboratively with other members of the **headspace** team, **headspace** Senior Youth Access Workers (SYAW) ensure all activities are in accordance with the operational and business model of the service and directions provided by the Clinical and Operations Manager and other relevant stakeholders.

headspace Senior Youth Access Workers (SYAW) are also responsible for ensuring clinical and administrative procedures are followed.

2. ORGANISATIONAL INFORMATION

2.1. Flourish Australia

Flourish Australia has been funded by **Primary Health Network** to establish and operate the **headspace** Centre.

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

To work in the community with people with a mental health issue or psychosocial disability, their families and carers to provide recovery-orientated supports and resources

Our Values

- **People focused** – we place the individual person with a mental health issue at the core of everything we do
- **Realisation of hopes and dreams** – we work with people to realise their hopes and dreams as central to their recovery journey
- **Excellence** – we are committed to excellence in everything we do;
- **Diversity** – we are inclusive and value the diverse backgrounds of our consumers and staff
- **Partnerships** – we work in partnership with our consumers, other service providers and the community
- **Ethical behavior** – we ensure that our actions are ethical, responsible and professional
- **No wrong door** – we are committed to responding to any request for help either directly or through a direct link to an alternative service.

2.2. headspace National

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 fast becoming 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

Flourish Australia has collaborated with the other local services to form **headspace**. **headspace** 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, health concerns, and vocation and education issues. The shared principles of a client centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

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

headspace 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

Service Delivery

- 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.
- 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 in service monitoring and review as appropriate.

Governance

- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary teamwork and participation in the **headspace** program at a local level.
- Actively assist in progressing the growth and development of the service, in line with the Strategic Plan and client demand.
- Provide regular reports to the Clinical and Operations Manager, **headspace** on service delivery and other key initiatives.
- Ensure compliance with **headspace** data requirements (e.g. Minimum Data Set).
- Engage in internal and external audits of service delivery as directed.
- Ensure compliance with timeframes and directions, and proactively manage workload and work duties.
- Assist with continuous quality improvement activities within the Flourish Australia and **headspace** quality assurance frameworks.
- Respond to any complaints in line with the Flourish Australia Grievance and Dispute Resolution Policy.

Professional Responsibilities and Development

- Support operation and communication between private practitioners, clinical and administration staff.
- Work collaboratively with private practitioners and staff from consortium partner organisations to ensure the integrity of the **headspace** model and the delivery of best-practice support to young people.

- Provide supervision, support, guidance, and mentoring of students and provisionally registered psychologists as directed. Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to mental health services for young people.
- Ensure compliance with all directions from Australian Health Practitioner Regulation Agency (AHPRA) and other governing bodies and organisations as relevant to the SYAW's professional discipline (e.g. AASW, APS, Occupational Therapy Australia, etc.).
- Maintain unrestricted current registration with AHPRA, and comply with directions in relation to ongoing professional development.
- Ensure compliance with rules and regulations from Medicare in relation to billing, ongoing professional development, and reporting requirements if holder of Medicare provider number.
- Participate in Flourish Australia and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.
- Represent Flourish Australia and **headspace** at events, conferences and seminars.

Workplace Health & Safety (WHS)

- Assist to ensure a safe workspace and safe working practices by attending orientation and refresher training in relation to WHS policies and procedures, assist with regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.
- As an employee, 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.

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. Experience:

Have a minimum of 2 years clinical experience and have (or be eligible to receive) National or State registration.

SC3. Knowledge:

Able to demonstrate an in depth knowledge of recovery focused practice.

Have a clear understanding and/or knowledge of the concept and impact of mental health issues in the community.

SC4. Teamwork:

Able to demonstrate the importance of, and have a clear and strong understanding of, the value of team work.

Have excellent interpersonal and communication skills and an ability to impart knowledge in a learning environment.

SC5. Professionalism:

Able to demonstrate a flexible approach to service delivery.

Have a high degree of computer literacy, including demonstrated experience with report writing and electronic client information management systems.

A current driver's licence.

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 local youth / health sectors.
- Post-graduate qualifications in an allied health discipline and/or human services.
- Experience in private practice settings.

5. JOB COMPLEXITY, SKILLS, and KNOWLEDGE

5.1 Level of Supervision/Independence

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

5.2 Problem Solving and Judgement/Risk

- Provide some input regarding the implementation and delivery of the **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.
- 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 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 matters.

5.3 Professional and Organisational Knowledge

- Successful applicants will have high levels of specialist knowledge of mental health issues and how they affect the lives of young people.
- Knowledge of relevant statutory requirements.
- Extensive knowledge of the provision of assessment and treatment services.

5.4 Breadth of the position

- May be involved in the initiation and formulation of projects specific to 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 **headspace** team.

6. POLICIES AND WORKPLACE PRACTICES

All **headspace** 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.
- Be cognisant of and uphold the objectives and philosophy of **headspace**.
- Act collaboratively with all colleagues.
- Act in a safe and responsible manner at all times.
- Appointments will be subject to satisfactory Australian residency, Working With Children Check, and National Criminal Record checks.

7. Agreement

I, _____, have read and understand my obligations as the **headspace** Senior Youth Access Worker 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.

headspace Senior Youth Access Worker

Name		
Signature		Date:

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