

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: INTAKE CLINICIAN – headspace Bendigo

Award:	Dependent upon qualifications
Classification:	Dependent on applicant qualifications and experience
Site:	This position is primarily based at our headspace site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	Part Time or Full Time hours as negotiated (0.6-1 FTE)
Tenure:	On Going
Position description developed:	March 2021
Responsible to:	Team Manager – headspace Bendigo

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The primary focus of the headspace team is to support the health and well-being of young people through services and linkages, improve community awareness and understanding of issues for youth and the impact on their mental health, lead coordinated care and referral pathways internally and externally across a range multidisciplinary services.

Position Role

The position sits within the headspace Bendigo Program. As one of the first contact points for young people accessing **headspace** Bendigo centre, the Intake Clinician will need to build a positive rapport with a wide range of young people, as well as their family and friends.

This position will work as part of a multidisciplinary team including Mental Health Clinicians, General Practitioners, Vocational Consultants, AOD clinicians and Social and Emotional Wellbeing workers in providing high quality mental health assessment and appropriate counselling and consultation duties focusing on young people 12 to 25 years.

This position will report to the headspace Bendigo Senior Mental Health Clinician and the headspace Bendigo Manager.

Position Responsibilities

Referrals, Initial Screening, Assessment & Review

1. Provide screening and/or bio psychosocial assessments with young people seeking services at headspace Bendigo, initial care plans and pathway support for young people addressing needs and risks, in a shared decision making approach with the young person and their family (as appropriate).
2. Conduct risk assessments including assessment of suicide risk and violence risk, developing action plans to mitigate any risks, and providing follow up support and referral for treatment. High risk clients must be promptly reported to the Senior Clinician for appropriate action.
3. Provide a Single Session Consultation approach when appropriate.
4. Provide access to Single Session Family Consultation when appropriate
5. Assertively monitor young people's mental health and wellbeing as required.
6. Complete service activity and outcome measures as per service protocol
7. Monitor caseload and present as required to Clinical Allocation and Review meetings weekly.
8. Provide brief interventions, psycho-education, useful online support and other supports in partnership with school wellbeing team, GP's and other partners for mental health, drug and alcohol problems. Provide evidence based brief interventions for young people
9. Provide access to care coordination as required
10. Provide secondary consultation for referrers, co-located services and in-reach service providers to assist with appropriate care pathway options (if required).
11. Advocate on behalf of young people with other services, schools and/or employers to enhance service access
12. Maintain high quality, accurate and timely file notes and records
13. Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritizing and making appropriate follow up appointments and referrals.
14. Support headspace Bendigo Client Services Supervisor as required
15. Work within current equity and access legislation/standards inclusive of all abilities, cultures, genders, sexuality, age and faith.
16. Perform other duties as directed that are within the limits of the staff member's skill, competence and training and the scope of the staff member's award/agreement classification as directed by the headspace Manager.

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Key Selection Criteria

Essential

1. Tertiary qualification in allied or mental health with current membership of an appropriate professional body (for example AHPRA, AASW).
2. Ability to complete psychosocial assessments and undertake care planning, case co-ordination and management of young people aged 12 – 25 years, who may have a range of physical, emotional and mental health and wellbeing issues.
3. The Ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks.
4. A strong desire to work in the field of mental health and an ability to provide practice that is sensitive to the needs of diverse young people.
5. Ability to participate in clinical, operational and group supervision and a commitment to critical reflection and discussion of values and ethical conduct.
6. Demonstrated ability to work as a member of a multidisciplinary team and the ability to work independently when required.
7. Excellent time management skills.
8. Ability to accurately record and document information and to collect and collate data within given timeframes and in keeping with legal, ethical and professional standards.
9. Knowledge and a willingness to comply with headspace privacy and confidentiality procedures, and commitment to work within the headspace and BCHS Code of Conduct framework.
10. Excellent interpersonal and communication skills when working with young people, families and other agencies.
11. Current Working with Children Check and Current Drivers License.

Desirable

1. Show evidence of knowledge and understanding of headspace philosophy, purpose and program delivery model.
2. Demonstrable understanding of strategies and frameworks used in the provision of counselling and a commitment to continued development of core skills and extend learning.
3. Demonstrated understanding of the social model of health and its integration into counselling service provision.
4. Intermediate to high level skills in Microsoft Office programs.
5. Demonstrated experience in triage or intake.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

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Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide service delivery to at least the minimum level required by the funder.
- Demonstrate positive outcomes for clients through your intervention.
- Show evidence of an integrated service delivery approach for clients.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required safety screening checks **before** employment is confirmed.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.