

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: SENIOR MENTAL HEALTH CLINICIAN- ACCESS & RESPONSE (INTAKE) TEAM – headspace Bendigo

Award:	Dependent upon applicant qualifications
Classification:	Dependent upon applicant qualifications and experience
Site:	headspace Bendigo – 78-80 Pall Mall, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	Part Time / Full Time .6 – 1.0
Tenure:	Ongoing
Position description developed:	April 2023
Responsible to:	Senior Leader – 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.



BENDIGO COMMUNITY HEALTH SERVICES

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 service.

Position Role

The Senior Clinician is a key leadership position at headspace Bendigo. The primary purpose of this role is to support the Access and Response (Intake) Team at headspace and drive their ongoing development.

The Senior Clinician will be an experienced and innovative professional with demonstrated knowledge and experience in mental health service delivery who will provide clinical leadership to headspace, collocated services and private practitioners, ensuring that day-to-day service delivery is safe and effectively meeting the needs of young people.

The Senior Clinician of the Access and Response (Intake) Team will manage the engagement of young people & referrals, lead clinical allocation and review meetings, lead risk management reviews and deliver Single Session Intervention's as required. They will guide the early intervention youth mental health services based upon a clinical staging model of mental health and will promote the delivery of high-quality services and provide support and guidance to staff.

This position will also work with the headspace Senior Leader to form and maintain working relationships with key agencies in the community to establish seamless care pathways for young people.

Position Responsibilities

The responsibilities of the position are:

- Provide leadership and secondary consultation to headspace and collocated staff in the delivery of early intervention care to young people and their family and friends.
- Provide secondary consultations to community services and other referrers.
- Ensure clinical staff are appropriately oriented and provided adequate supervision.
- Manage available staff resources to manage caseloads and ensure young people get timely and responsive service delivery.
- Demonstrate and maintain personal competency in the delivery of high quality focussed psychological strategies.
- Review and lead the ongoing quality improvement of clinical mental health services.
- Support clinicians and service providers in the collection of relevant and compulsory data.
- Chair weekly Allocation Meetings weekly and undertake regular case reviews with headspace and co-located staff.
- Work with the headspace Senior Leader to contribute to relevant policy/procedure development.
- Support the intake role, responding to service enquiries, screening new referrals, completing risk assessments and booking in intake appointments as needed.
- Oversee clinical record keeping, to facilitate good clinical management and accountability.
- Provide clinical and case load supervision to headspace, co-located and Private Practitioner staff.

BENDIGO COMMUNITY HEALTH SERVICES

- Ensure compliance with relevant work health and safety, professional, and healthcare standards.
- Support the headspace Senior Leader in building and maintaining effective relationships with key stakeholders involved in the provision of health, mental health, and psychosocial services to young people to enable integrated service delivery.
- Participate in relevant training and development activities as an effective team member.
- The provision of flexible service delivery as required by funding bodies including participating in community engagement events outside of rostered hours.
- Conduct mental health assessments and provide ongoing therapeutic support to young people and their families in line with internal policy and processes and legislation.
- Undertake at a minimum 5 scheduled appointments per day – scheduled appointments can involve direct client, staff supervision and meetings as required.
- Maintain accurate records of all interactions with young and people and their family/friends as per the Health Records Act.
- Undertake responsibilities of the position adhering to professional standards, relevant legislation and Occupational Health and Safety Legislation and requirements.
- Working within current equity and access legislation/standards inclusive of all abilities, cultures, genders, sexuality, age and faith.
- Other duties consistent with the position where required or as requested by the headspace Bendigo Senior Leader.

Key Selection Criteria

Essential

1. Approved tertiary qualification/s in a relevant discipline with current membership of an appropriate professional body (for example AHPRA, AASW).
2. Minimum 3 years clinical experience post qualification and be eligible to provide clinical supervision, or be eligible to be trained to provide clinical supervision at time of employment
3. A strong knowledge and working history of engagement of families, friends and services in the care of young people with 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.
4. Developing Others - Actively seeks to improve others' skills and talents by providing coaching and training opportunities. Empowers others by investing in them with the authority and latitude to accomplish tasks.
5. Interpersonal Skills - Detects the underlying factors that lie behind what is being said and done. Projects an objective view of another's position. Understands individuals and gets the best outcomes for the person and organisation.
6. Leadership - Translates organisational strategy into meaningful long-term plans and objectives for own area of responsibility. Motivates others to deliver against goals.
7. Planning and Organising - Identifies processes and tasks required to achieve a goal. Establishes systems and procedures to guide work and track progress.
8. Computer Skills - Understands the purpose of, and is able to use, common software applications for work processing and email.
9. Ability to participate in clinical, operational and group supervision and a commitment to critical reflection and discussion of values and ethical conduct.
10. Demonstrated ability to work as a member of a multidisciplinary team and the ability to work independently when required.
11. 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.
12. 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.

BENDIGO COMMUNITY HEALTH SERVICES

13. Ability to provide vaccination status information that meets the requirements for healthcare workers.
14. Current Working with Children Check and Police Check.

Desirable

1. Postgraduate qualifications in an area related to youth mental health.
2. Show evidence of knowledge and understanding of headspace philosophy, purpose and program delivery model.
3. Demonstrable understanding of strategies and frameworks used in the provision of counselling and a commitment to continued development of core skills and extended learning.
4. Demonstrated understanding of the social model of health and its integration into counselling service provision.

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 Senior Leader 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.

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 that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

Administration and Documentation:

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

BENDIGO COMMUNITY HEALTH SERVICES

- 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; participates in 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.

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 probity checks BEFORE employment is confirmed.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS' policies and procedures.
- 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.