

POSITION DESCRIPTION

Position Title:	Mental Health Clinician (Access & Response)
Award:	Dependent upon qualifications
Classification:	Dependent upon qualifications
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:	45.6 hours per fortnight (0.6 FTE)
Tenure:	12 Months Fixed Term Maternity Leave position from November 2025
Position description developed:	February 2025
Responsible to:	Senior Mental Health Clinician, headspace Bendigo and Youth Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

headspace seeks to support the health and well-being of young people through direct therapeutic care and support. The service also leads coordinated care and referral pathways internally to other headspace programs and across the wider BCHS program profile.

headspace also seeks to engage with community and improve community awareness of issues affecting young people, the impacts on their health and wellbeing, and strengthen understanding on the ways that communities, young people, their families, carers and supporters can contribute to improved wellbeing.

POSITION ROLE

The position sits within the headspace Bendigo Access & Response team, a multidisciplinary team of mental health clinicians. The key function of the Access and Response team is to be the first clinical intervention point for young people seeking to access mental health supports. The Access and Response team works closely with the Therapeutic Team, who provide more intensive support for young people.

POSITION RESPONSIBILITIES

The role reports to the Senior Clinician of the Access and Response team.

The responsibilities of the position are:

- Provide psychosocial mental health assessment, counselling, brief intervention and other interventions and consultations related to young people aged 12 to 25 years who may be at risk of, or experiencing, early-stage mental health, emotional health and/or generalised health and wellbeing issues
- Provide alcohol and other drug assessment and intervention as required
- Participate in care plan development, case coordination, presenting at clinical allocation & review meetings and case conferencing as a member of the headspace team
- Provide consultations with family, carers and friends of young people and engage in family inclusive practice
- Provide risk assessment and intervention as required to young people and / or families accessing services
- Actively participate in clinical supervision as required
- Raise community awareness and build community capacity about the mental health and well-being issues as they relate to young people
- Contribute support and assistance to relevant community-based psycho education events and internal headspace initiatives
- Contribute to service integration, team development and headspace goals
- Document and maintain clear and accurate records that support headspace performance accountabilities such as targets, budgets, reports, reviews
- Engage with headspace National programs as required ie: headspace National Telepsychiatry and Work and Study program
- Provide service delivery via outreach in line with BCHS / headspace policy and procedures
- 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, ages and faith

- Willingness to perform other duties as directed, that are within the limits of the staff member's skill and competence to support operational requirements of the service

KEY SELECTION CRITERIA

Essential

1. Tertiary qualification in a relevant discipline with current membership of an appropriate professional body (for example AHPRA, AASW).
2. Demonstrated ability to complete psychosocial assessments, risk assessments and alcohol and other drug screening, care planning, case co- ordination and management of young people aged 12 – 25 years.
3. Ability to participate in clinical, operational and group supervision and a commitment to critical reflection, evidence-based practice and discussion of values and ethical conduct.
4. Demonstrated ability to work as a member of a multidisciplinary team and the ability to work independently when required.
5. 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.
6. Excellent interpersonal and communication skills when working with young people, families and other agencies.
7. Current Working with Children Check and current Driver's Licence.
8. A willingness to obtain a satisfactory National Police Check.

Desirable

1. Demonstrated understanding and experience in the provision of evidence based therapeutic care to support young people with more complex needs.

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 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.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

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 the 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 teamwork 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.

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 reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of 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

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.