

POSITION DESCRIPTION

Position title	Team Leader Access	Reference	hsD_Access Team_DWN
Award & Classification	HPSS Award Level 4 (\$79,639 - \$102,031)	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Operations Manager headspace Darwin
Location	Casuarina	Program	Mental Health
Section	Headspace Darwin	Cost Centre	3410
Approved	General Manager Mental Health	Date	24 August 2017
Comment	Anglicare NT is the Lead Agency of headspace Darwin. The position entails a senior clinic & leadership role within the Centre.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

The Team Leader Access is responsible for coordinating all referrals received by the headspace service (Youth Early Psychosis Program and headspace Darwin Primary) and the management (operational and clinical) of the Access Team Clinicians who triage, assess and follow up referrals.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is an approved tertiary mental health qualification and minimum 3 years demonstrated experience as a senior clinician in a leadership role within a mental health service.
2. Registration with the relevant regulatory body such as AHPRA or membership of and adherence to professional standards, for example AASW for social workers.
3. Post graduate qualifications in management, leadership or acute mental health desired.
4. Northern Territory Working with Children Clearance (Ochre Card)
5. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
6. Northern Territory driver's licence.
7. First Aid Certificate or willingness to obtain within 3 months.

KEY SELECTION CRITERIA

1. Demonstrated experience supervising staff and managing a multi disciplinary team.
2. Sound ability to effectively coordinate resources and link with the relevant services when managing mental health crisis. Preparedness to maintain clinical documentation and data collection systems and ensure processes are in place so that the wider team achieve same.
3. Extensive experience in brief mental health assessment with young people; specifically relating to risk assessments.
4. Experience in the application of youth focused, family friendly mental health practices and contemporary youth participation.
5. Excellent interpersonal and problem solving, facilitation and negotiation skills; with the ability to be flexible in the working environment and a commitment to a positive workplace culture. Highly developed organisational skills with a commitment to self care.
6. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
7. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Ongoing integration of services at the hub.

Work with the Operations Manager and Leadership team to support ongoing development all programs at the hub.

Responsibilities:

- Ensuring the development of, and continued improvement of clinical services delivered, to provide clinical leadership, consultation & expertise to Access Clinicians in delivering mental health care to youth access all services at headspace.
- Coordinate and chair the daily clinical review Multidisciplinary Team Meeting, with documented clinical treatment plans, in conjunction with the Leadership Team.
- Establish and monitor protocols, documentation and operational manuals that support the clinical functioning and governance of the Access Team. Ensure appropriate documentation within the electronic medical record occurs and that all reporting systems are utilised including the MDS for all clients.
- Direct your team to ensure the development of strategies to monitor/improve/evaluate the Access Program.

2. Staff Development and Leadership

Work with the Operations Manager and Leadership team to build and manage an expert team of Clinicians capable of providing the most effective access to care for youth.

Responsibilities:

- Leading and maintaining an experienced team of Clinicians who are engaged, youth-friendly, responsive, empathic and optimistic; implement a bio psychosocial, recovery focused approach to the assessment of referrals sent to headspace.
- Optimise access and the continuity of care through effective integration with all teams operating within headspace Darwin. Develop and maintain strong partnerships with relevant mental health and other community services. Ensure a youth-friendly single point of entry for all referrals (includes warm referral on if indicated).

- Ensure Access Clinicians are effectively trained, developed, supervised and supported to allow them to provide excellent and holistic treatment services in an optimistic, youth focussed, well-functioning team.
- Develop and maintain a working environment conducive to a high standard of evidence based clinical practice. Hold regular staff meetings and team evaluation/review days.
- Organise resources and rosters in a flexible and efficient manner to best manage workflow, commitments to assertive engagement (in reach at the hub) and extended hours of operation as resources allow.

3. Clinical Practice

Ensure that practice occurs in line with clinical guidelines and that the screening tools, assessment and review procedures are evidence based. Assist the Operations Manager to identify quality improvement processes and support for the development and maintenance of best clinical practice within the Access Team.

Responsibilities:

- Monitor all referrals coming into the service and ensure prompt assessment of high priority referrals (those with increased risk). Manage demand of referrals into the service and as required, carry a clinical case load.
- Maintain high quality clinical skills and be available for consultation with Access clinicians.
- Participating in Clinical Governance Systems at headspace Darwin by participation in the Clinical, Quality & Risk Meetings, Clinical Reviews, MDT and ensure appropriate escalation of clinical matters by all team members.
- Ensure that Access procedures are in line with approved documents and that clinicians provide tailored individual and family support to promote the recovery of youth.
- Ensure all staff clinical supervision, education, training and support is in place. Review any critical incidents and follow policy for same, offer debrief and be available for any consultation on complex cases.
- Ensure targets are developed and met and assist in any evaluation processes including collecting, recording and analysis of data. Ensure that the team completes all Minimum Data Set (MDS), statistical and/or outcome measurement tools as required along with the completion of all clinical documentation.
- Provide student clinical placement opportunities (as resources permit) and engage in innovative workforce strategies for recruitment and ongoing development.

4. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.

- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time
- This is an active role requiring overall good health and involves interacting with energetic young people.

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).