

## Position Description headspace Senior Youth Access Clinician

*“Where mental wellbeing thrives”*

### Position Details

<b>Position Title:</b>	<b>headspace</b> Senior Youth Access Clinician
<b>Position Level:</b>	Level 3 (Health Professionals)
<b>Agreement:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with letter of offer
<b>Hours of Work:</b>	In accordance with letter of offer

### Position Summary

The **headspace** Senior Youth Access Clinician (SYAC) will work under the limited direction and supervision of the Clinical and Operations Manager, headspace to provide relevant services to young people accessing the service.

A **headspace** Senior Youth Access Clinician (SYAC) facilitates excellence in integrated holistic health care, with the goal of improving outcomes for young people, their families and the wider community. The Senior Youth Access Clinician (SYAC) will have high levels of specialist knowledge of mental health issues and how they affect the lives of young people.

Working closely and collaboratively with other members of the **headspace** team, **headspace** Senior Youth Access Clinicians (SYAC) 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 Clinicians (SYAC) are also responsible for ensuring clinical and administrative procedures are followed.

### About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting people to thrive and live a contributing life.

#### Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

#### Purpose

Our purpose is supporting people to flourish, believe in their future and their place in the community.

#### Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

### About headspace

**headspace** is an early intervention and prevention mental health service 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) across four core streams of service: mental health; alcohol and other drugs; physical health; and social recovery/vocational services. The shared principles of a person-centered, community orientated and youth-friendly 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.” 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.

For more information about **headspace**, please visit [www.headspace.org.au](http://www.headspace.org.au)

### Relationships and Authority

Reports to: Clinical and Operations Manager, **headspace**

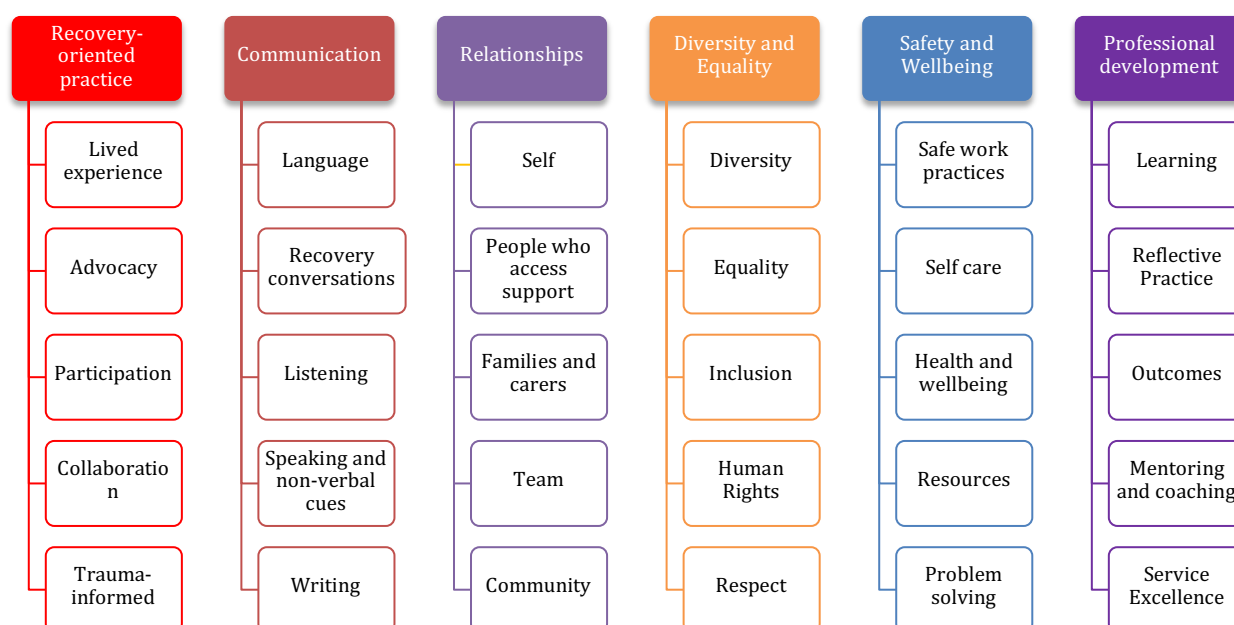
Direct reports: Nil

### Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Complete all mandatory training.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

### Key capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia’s Capability Framework (below).



### Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

#### Physical demands/frequency

Position demand	Frequency	Comments
Standing	Occasionally	May be required.

Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Rarely	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> <li>Hand/arm</li> <li>Foot/leg</li> </ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, as well as for administrative tasks.
Reaching (overhead)	Rarely	Continuous and repetitive throughout the work day in community business settings.
Driving	Occasionally	Driving is an activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> <li>2kg-5kg</li> <li>5kg-10kg</li> <li>10kg-15kg</li> <li>&gt;15kg</li> </ul>	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small.

#### *Psychosocial demands/frequency*

Position demand	Frequency	Comments
Working with distressed people	Regularly	e.g., episodic or grief situations
Working with people who may have experienced trauma	Regularly	e.g., child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g., self-harm, death
Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations.

### **Key Tasks and Responsibilities**

#### **Service Delivery**

- Provide assessments and evidence-based interventions, including group interventions, with young people (and their families/carers) accessing headspace.
- Undertake a range of assessments of young people and their families/carers as appropriate, including intake assessments, initial bio-psychosocial 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 including relevant interventions that are person-centred and directed by the young person as much as possible.
- Facilitate regular clinical review meetings and multi-disciplinary team meetings to ensure appropriate, consistent, and coordinated service pathways and service delivery response for young people and their families/carers.
- Build and maintain collaborative working relationships with internal and external service providers, including General Practitioners and other medical professionals, Government Departments and services, Non-Government Organisations, and schools.
- 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.
- Maintain accurate and timely progress notes and reports using an electronic medical records system, and data using relevant headspace data systems.
- Assertively monitor young people where risk is indicated, including regularly assessing the current level of risk and developing action plans to mitigate any risks in accordance with the Flourish Australia risk management framework.
- 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.
- Contribute to the implementation of policies and programs.
- Contribute to the formulation, implementation, monitoring and evaluation of projects and programs specific to the needs of the local area as required.
- Contribute to the development and implementation of work practices and procedures relevant to the **headspace** team.
- 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 Complaint, Grievance and Dispute Resolution Policy.

## **Professional Responsibilities and Development**

- Facilitate and monitor the integration and coordination of care to young people and their families across 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 family inclusive support to young people.
- Attend individual and group supervision as agreed including regular reflective practice sessions.
- Provide support, guidance, and mentoring of students and youth access clinicians as directed.
- Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to mental health services for young people.
- Maintain sound knowledge of relevant statutory requirements.
- Ensure compliance with all directions from Australian Health Practitioner Regulation Agency (AHPRA) and other governing bodies and organisations as relevant to the SYAC's professional discipline (e.g. AASW, Occupational Therapy Australia, etc.) including unrestricted current registration and 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 the holder of a 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 as required.

## **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.

## **Required Skills and Personal Attributes**

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- Model and actively promote a culture that strives for and values continuous quality improvement
- Demonstrate perseverance in achieving objectives and cope effectively with setbacks and problems

- Take responsibility for actions and proactively implements work plan and addresses issues.
- Able to manage a diverse workload and meet competing deadlines
- Identify continuous quality improvement opportunities and act upon when/where relevant
- Able to work proactively in an autonomous manner and in a team environment
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy
- Value diversity and family inclusive practice and be respectful at all times
- Commit to the prevention and detection of fraud
- Be committed to professional and ethical conduct

### **Key Sélection Criteria**

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*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

#### **Essential:**

1. 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.
2. Have a minimum of 2 years clinical experience in the provision of mental health care including assessments and interventions, and have (or be eligible to receive) National or State registration.
3. Able to demonstrate an in depth knowledge of recovery focused and family inclusive practice.
4. Have a clear understanding and/or knowledge of the concept and impact of mental health issues in the community.
5. Able to demonstrate the importance of, and have a clear and strong understanding of, the value of team work.
6. Have excellent interpersonal and communication skills and an ability to impart knowledge in a learning environment.
7. Able to demonstrate a flexible approach to service delivery.
8. Have a high degree of computer literacy, including demonstrated experience with report writing and electronic client information management systems.

#### **Desirable:**

1. 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.
2. 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.
3. Knowledge of local youth / health sectors.
4. Experience in the planning, provision and evaluation of group-based interventions for young people and their families/carers.
5. Post-graduate qualifications in an allied health discipline and/or human services.
6. Experience in private practice settings.
7. A current Australian Driver's Licence.

All appointments are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation.

### **Agreement**

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I, \_\_\_\_\_, have read and understand my obligations as a **headspace** Senior Youth Access Clinician 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 Clinician

Name		
Signature		Date:

*Nb: A signed copy of this position description must be returned to the People and Culture team.*