

Position Description headspace Youth Access Clinician

“Where mental wellbeing thrives”

Position Details

Position Title:	headspace Youth Access Clinician
Position Level:	Level 2 (Health Professionals)
Agreement:	Flourish Australia Enterprise Agreement 2018
Employment Type:	In accordance with letter of offer
Hours of Work:	In accordance with letter of offer

Position Summary

The **headspace** Youth Access Clinician facilitates excellence in integrated holistic health care, with the goal of improving outcomes for young people, their families and the wider community.

Working closely and collaboratively with other members of the **headspace** team, **headspace** Youth Access Clinicians ensure all activities are in accordance with the operational and business model of the service and directions provided by the Clinical and Operations Manager or delegate and other relevant stakeholders.

headspace Youth Access Clinicians 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.

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

Relationships and Authority

Reports to: Clinical and Operations Manager, **headspace** (or Clinical Lead/Team Leader Access dependent on location)

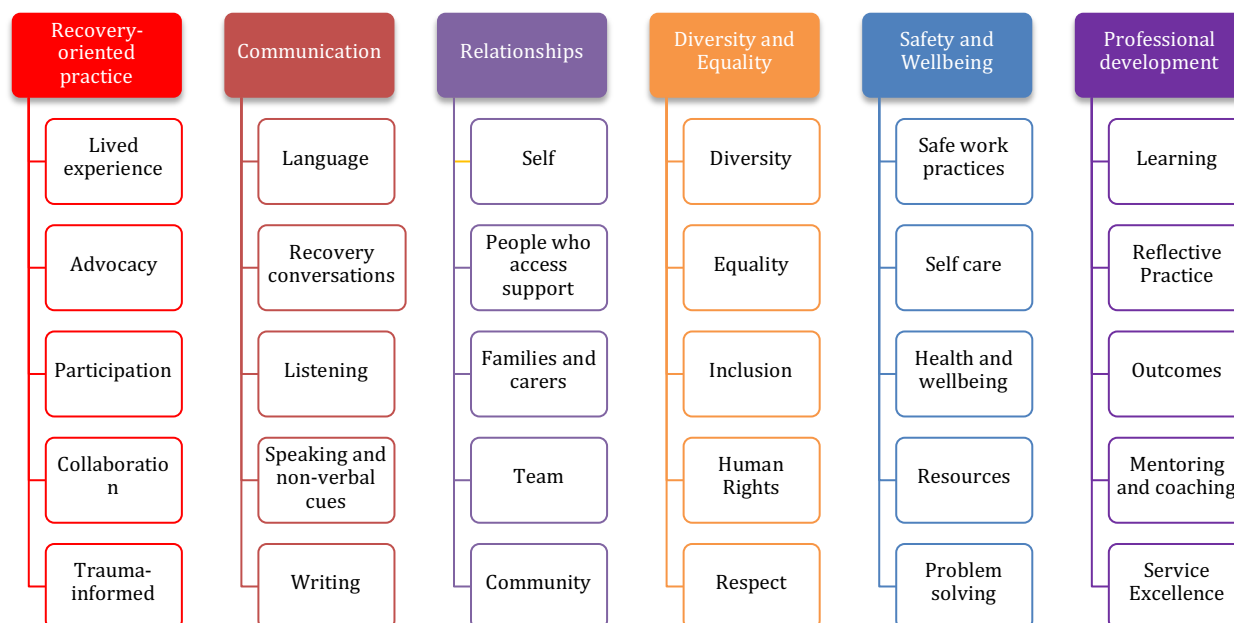
Direct reports: Nil

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"> • Hand/arm • Foot/leg 	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"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	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 interventions for young people (and their families/carers) accessing headspace under close supervision by the Clinical Lead/Team Leader Access and external/ internal supervisor (if different to Clinical Lead/Team Leader Access).
- 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.
- Participate in 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.
- Deliver evidence-based brief interventions, including group interventions, with young people and their families/carers as appropriate in collaboration with, or under direction of, the Clinical Lead/Team Leader Access.
- Maintain accurate and timely progress notes and reports using an electronic medical records system, and data using relevant headspace data systems.
- Assertive monitoring of 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 reviews as appropriate.

Governance

- Help 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 or delegate, on service delivery and key initiatives.
- 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.
- Contribute to the formulation, implementation, monitoring and evaluation of projects and programs as required.
- Provide input regarding the implementation and delivery of the headspace service, as delegated.
- May be involved in the initiation and formulation of projects specific to the needs of the local area, and in the identification of current and future options.
- May be required to contribute to the development and implementation of work practices and procedures relevant to the headspace team.
- Respond to any complaints in line with relevant Flourish Australia 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 support to young people and their families.
- Attend individual and group supervision as agreed including regular reflective practice sessions and seek advice on unusual or complex matters.
- Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to mental health services for young people.
- Maintain elementary knowledge of relevant statutory requirements.
- Have some knowledge of the provisions and assessment of treatment services.
- Ensure compliance with all directions from the Australian Health Practitioner Regulation Agency (AHPRA) and other governing bodies and organisations as relevant to the professional discipline including (e.g. AASW, Occupational Therapy Australia, etc.) including in relation to ongoing professional development.
- 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

- 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, 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 Selection Criteria

“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.
2. Demonstrate skills and experience in the provision of mental health care, including care coordination, mental health assessments, risk assessments and crisis intervention/safety planning, and brief interventions with young people .
3. Able to demonstrate some knowledge of recovery focused and family inclusive practice.
4. Have a basic 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.
Knowledge of local youth / health sectors.
3. Experience in the planning, provision and evaluation of group-based interventions for young people and their families/carers.
4. A current valid 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

I, _____, have read and understand my obligations as a **headspace** 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 Youth Access Clinician

Name		
Signature		Date:

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