

**POSITION DESCRIPTION – Team Leader - Intake & Brief Intervention****Part 1 – Expectations for Your Role**

<b>Position</b>	Team Leader - Intake & Brief Intervention
<b>Service / Program</b>	Headspace Casey Cardinia
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 6
<b>Reports to</b>	headspace Casey Cardinia Service Manager
<b>Effective Date</b>	September 2025

## Key Deliverables

This key role oversees and facilitates timely access for young people to headspace Narre Warren and Pakenham, and supports governance of the intake team alongside the Clinical Lead.

### Key Responsibilities

1. **Access** – Oversee and support timely access for young people referred to headspace Narre Warren and Pakenham.
2. **Intake** – Manage the centralised intake system, including triage, assessment, and referral for young people and families.
3. **Brief Treatment** – Ensure evidence-based brief treatment is delivered, tailored to young people and families.
4. **Partnerships** – Build and maintain stakeholder relationships to support client pathways and collaborative care.
5. **Funding/Growth** – Manage new funding opportunities within the Intake and Brief Intervention model, including supervision and clinical support.

### Operational & Clinical Duties

- Provide clinical and operational leadership to the Intake & Brief Intervention team.
- Ensure timely intake and monitor key KPIs.
- Conduct quarterly client file audits.
- As part of the Senior Leadership Team, provide operational and clinical support, supervision, and guidance to staff as a site senior as rostered.
- Support student placements and graduates.
- Coordinate clinical systems with the Clinical Lead.
- Maintain accurate client data and reporting, including hapi and SEMPHN reports.
- Participate in regular supervision.
- Collaborate with other headspace services and specialist clinicians.
- Assist with assessment, treatment planning, and evaluation, including safety plans and risk management.
- Deliver evidence-based counselling in-person and online, including group programs.
- Support integration of the MOST platform with the Clinical Lead.
- Lead workforce development for the intake team, including induction, supervision, mentoring, training, and performance management.
- Maintain stakeholder relationships to strengthen referral pathways and service capacity.



- Manage new funding opportunities in the Casey Cardinia area, providing leadership and clinical support.
- Participate in community engagement and awareness activities.
- Perform other duties as directed by the Service Manager.
- Participate in weekend and after-hours work if required.

## Skills

- High-level interpersonal skills to liaise, consult, negotiate, communicate and collaborate effectively.
- Information management and technology skills, including use of electronic client/customer management systems.
- Ability to multi-task, set priorities and meet strict deadlines.
- Effective written and oral communication skills.
- Proven skills in negotiating, developing and managing cooperative relationships and constructive communication.

## Experience and Knowledge

- Adherence to Victorian Privacy Laws – Information Privacy Act 2000 and Health Records Act 2001, and other relevant privacy legislation.
- Knowledge and understanding of legislation, policies and issues informing health services for young people and families.
- Understanding of the Primary Health Care sector.
- Thorough understanding of Child & Youth Mental Health.
- Experience and passion for working with adolescents and young adults with early-stage, varied mental health presentations and complex needs.
- Demonstrated experience and skill in assessing and treating young people with moderate to severe mental health difficulties, including mental state examination and advanced risk assessment.
- Experience working with young people and families from diverse backgrounds, including headspace National key priority groups (CALD, Indigenous, LGBTIQA, young men, young people at risk or experiencing homelessness).
- Experience and knowledge of evidence-based treatment modalities and group work activities (e.g. self-esteem, anxiety management, family-based interventions).

## Qualifications/Registrations/Licences

- Minimum Diploma level qualification in Youth Work, Counselling, Psychology, Occupational Therapy, Social Sciences, Social Work or a related discipline.
- Current state-based driver's licence.

## Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Ability to travel locally to Each locations and various locations in the community.



**POSITION DESCRIPTION - Leader (Direct Reports)**

**Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

**Leader Expectations**

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each’s vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each’s values. Leaders are expected to demonstrate strong leadership, model Each’s values, and foster an inclusive, safe, and engaging culture.

**Leader Responsibilities**

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each’s values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each’s goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

**Quality**

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

**Safety & Wellbeing**

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

**Child Safe Commitment**

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

**Inclusion and Diversity Commitment**

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff



are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.

## Key Selection Criteria

### Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.
- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

### Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.