POSITION DESCRIPTION – Team Leader - Clinical Services	
Part 1 – Expectations for Your Role	
Position	Team Leader - Clinical Services
Service / Program	Youth Mental Health
Industrial Instrument	Dependent on candidate
Instrument Classification	As above
Reports to	Centre Manager
Effective Date	November 2026

Key Deliverables

1. **Leadership and People Management**

- Provide effective day-to-day leadership, coordination and support to direct reports.
- Undertake performance development, coaching and support processes for direct reports.
- Support recruitment, onboarding, orientation and retention activities.
- Facilitate regular team meetings and contribute to service-wide communication activities.
- Promote staff wellbeing, resilience and reflective practice.
- Contribute to workforce planning and succession planning initiatives.
- Promote a culture of inclusion, cultural safety, diversity and equity, supporting workforce capability in culturally responsive and inclusive practice.

2. **Clinical Service Leadership**

- Support the delivery of evidence-based, recovery-oriented and youth-friendly practice.
- Facilitate multidisciplinary care planning and case review processes.
- Provide secondary consultation and practice support to direct reports.
- Support staff in identifying, assessing and responding to clinical risk.
- Monitor service quality and adherence to organisational policies and procedures.
- Promote best practice approaches consistent with the headspace Model of Care.
- Ensure service delivery reflects culturally safe, inclusive and accessible practice, supporting positive outcomes for young people from diverse backgrounds and communities.
- Support the delivery of evidence-based, recovery-oriented and youth-friendly practice across centre-based and outreach settings.
- Work collaboratively with the Clinical Lead to identify practice development opportunities and workforce capability needs.
- Appropriately respond to complex clinical concerns and governance issues appropriately and escalate to the Clinical Lead as required.

3. **Peer Workforce Leadership**

- Champion the integration of lived and living experience perspectives within service delivery.
- Support the effective implementation of peer practice across the service.
- Foster collaborative working relationships between peer workers and clinicians.
- Promote understanding of the value and contribution of peer work within multidisciplinary practice.
- Support initiatives that enhance youth participation and co-design.

4. **Service Delivery and Operational Management**

- Coordinate daily clinical operations and workforce allocation.
- Assist with the monitoring of referrals, intake pathways, service demand and waitlists, service activity and workforce capacity.
- Support equitable distribution and management of clinical caseloads.
- Contribute to achievement of contractual, funding and organisational performance indicators.
- Ensure high-quality data collection, reporting and record management practices.
- Participate in incident reporting, service reviews and quality improvement activities.
- Assist in implementing operational priorities and service development initiatives.

5. **Stakeholder Engagement and Partnerships**

- Develop and maintain effective relationships with key stakeholders, including health, education, community and social service providers.
- Represent the service through participation in relevant meetings, local networks, partnerships, collaborative forums and events.
- Support integrated care pathways and coordinated responses for young people.
- Strengthen relationships with health, education, community and social service providers.
- Represent the service at meetings and events as required.

6. **Direct Clinical Practice**

- Maintain a reduced clinical caseload consistent with leadership responsibilities.
- Deliver assessment, intervention, care coordination and brief treatment to young people presenting with a broad range of mental health concerns.
- Ensure practice reflects youth participation, cultural safety, cultural responsiveness, family-inclusive practice and recovery-oriented principles.
- Maintain accurate and contemporaneous clinical records.

Skills

- Strong leadership capability with the ability to inspire, support and develop a high-performing multidisciplinary workforce.
- Demonstrated ability to lead culturally safe, inclusive and equitable practice, fostering an environment that values diversity and responds effectively to the needs of diverse young people, families and communities.
- Advanced clinical reasoning, assessment and decision-making skills across early intervention, moderate complexity and complex mental health presentations.
- Highly developed skills in clinical supervision, coaching and workforce development.

- Excellent stakeholder engagement and relationship management skills, with the ability to foster collaborative partnerships across health, social care and community sectors.
- Strong communication and interpersonal skills, including the ability to navigate complex clinical and organisational situations with professionalism and sensitivity.
- Demonstrated ability to monitor service performance, utilise data to inform service improvement and support achievement of organisational outcomes.
- Ability to balance clinical quality, client experience, workforce wellbeing and operational requirements within a dynamic service environment.
- Strong organisational and problem-solving skills, with demonstrated capacity to manage competing priorities and lead service improvements.

Experience and Knowledge

- Demonstrated understanding of contemporary youth mental health practice, including early intervention, recovery-oriented, trauma-informed and person-centred approaches, with knowledge of mental health presentations, psychosocial challenges, alcohol and other drug issues, and risk factors affecting young people.
- Demonstrated experience leading culturally responsive service delivery and supporting workforce capability in cultural safety, inclusion and equitable access to care.
- Demonstrated experience in family-inclusive practice, engaging families, carers and support networks in ways that respect young people's preferences, consent and confidentiality.
- Demonstrated experience working with First Nations young people and families, delivering culturally safe and responsive care that respects cultural identity, family and kinship connections.
- Knowledge of stepped-care models, care coordination, clinical governance, relevant legislation, ethical practice standards, and quality and risk management processes within mental health services.
- Understanding of the headspace model, youth participation principles, and the value of lived experience and peer work in delivering accessible, youth-friendly services.
- Demonstrated experience in clinical leadership, supervision and management of multidisciplinary teams within youth mental health, community health, primary care, alcohol and other drug, or related human services settings.
- Experience coordinating or supporting outreach service delivery and community-based models of care for young people.
- Experience leading service delivery, workforce performance, service development, quality improvement and change management initiatives.
- Experience supporting clinicians and peer workers to deliver evidence-based interventions across a range of presentations, from mild-to-moderate concerns through to complex and high-risk needs.
- Demonstrated experience in clinical risk assessment, safety planning and decision-making, including support for young people experiencing mental health, wellbeing and psychosocial challenges.
- Experience working with young people aged 12-25 years and their families, carers and support networks.
- Proven ability to build effective partnerships and collaborate with internal and external stakeholders to support integrated care and positive outcomes for young people.

Qualification/Registrations/Licences

- Minimum Bachelor qualification in Psychology, Occupational Therapy, Mental Health Nursing. Current registration with AHPRA, **OR**
- Minimum Bachelor Mental Health Accredited Social Worker. Current registration with AASW.

Desirable Qualifications

- Postgraduate qualifications in in mental health, leadership, management or a related field.
- Accreditation or similar in providing clinical supervision.

Physical Requirements

- **Office Environment**: Sit for extended periods and use office equipment.
- **Data Entry**: Handle administrative tasks.
- **Office Mobility**: Move around the office and attend meetings.
- **Light Lifting**: Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory**: Read documents and communicate effectively in person and via phone/video.
- **Travel**: Travel to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

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.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a

workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQA+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.

All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

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 Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct & Each's Child Safe Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.(VIC Only)
- 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.