

**POSITION DESCRIPTION – Access Clinician****Part 1 – Expectations for Your Role**

Position	Access Clinician
Service / Program	headspace Casey Cardinia
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader - Intake & Brief Intervention
Effective Date	May 2025

Key Deliverables

- Facilitate service access pathways for young people and families at headspace Casey Cardinia.
- Promote and enhance access to headspace services across Narre Warren and Pakenham. Ensure effective integration of the sites into the service centralised intake system and contribute into the service intake system with client triage, assessment and appropriate referral for young people and their families.
- Conduct in-person and telehealth initial assessments and evidence-based interventions (e.g. single session therapy, family and group support).
- Prioritise access for young people facing barriers to attending in-centre services.
- Support Early Career Program (ECP) graduates and students through shared assessments and clinical development.
- Maintain accurate data entry for students and graduates on hAPI.
- Assess client needs and suitability for headspace services, ensuring timely access and adherence to KPIs.
- Formulate recovery and treatment plans to assist with co-ordinating referrals of young people to our headspace services or to other relevant youth services in the South East region to ensure a coordination of care for the individual's needs.
- Active involvement in clinical case review meetings, supervision and Intake meetings where possible. This includes presenting clients for multidisciplinary team discussion where appropriate.
- Engage stakeholders to enhance referral pathways, service access, and integrated care initiatives.
- Engage with headspace consortia and stakeholders in relation to incoming referrals, increasing service access capacity and streamlined referral processes for the service.
- Contribute to ongoing service development, including after-hours work as required.
- Perform additional duties within scope as directed by the headspace service manager.



Skills

- Proven ability/high level of interpersonal skills to effectively liaise, consult, negotiate, communicate and collaborate with clients, their families and other agencies and service providers.
- Information management and technology skills including experience in the use of electronic client/customer management systems.
- Ability to multi-task, set priorities and meet strict deadlines.

Experience and Knowledge

- Experienced in providing a range of mental health assessments, psycho-education and short term interventions to young people experiencing mental health difficulties.
- Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and families.
- A thorough understanding of Child & Youth Mental Health.
- Adhere to Victorian Privacy Laws-Information Privacy Act 200 and the Health Records Act 2001, as well as other laws that regulate the handling of personal information.
- Demonstrated experience in intake and risk assessments with young people.
- Demonstrated knowledge and experience of single session therapy.
- Demonstrated clinical skills in working with young people and their families/carers with mental health issues in an early intervention framework.
- Experience working with young people and families from diverse backgrounds including the headspace National key priority groups including CALD, Indigenous, LGBTIQA, young men, & young people at risk or experiencing homelessness.
- Demonstrated dual diagnosis capability and service experience
- Demonstrated ability to engage clients via an online counselling platform.
- Thorough understanding of the mental health and broader service system.

Qualification/registrations/licences (*Mandatory only*)

- Minimum Tertiary Qualification in nursing, psychology, occupational therapy, social work, counselling or other related degree.
- Eligible for membership with the association in your field

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally.



POSITION DESCRIPTION – Employee
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.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve 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

Each employee is responsible for their 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.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

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

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.
- Ensures 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.