

Part 1 – Clinical Lead

This document explains the work of the headspace Clinical Lead

Position:	Clinical Lead
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs
Industrial Instrument Name:	Dependent upon candidate discipline
Instrument Classification:	As above
Reports to:	headspace Services Manager
Effective Date:	January 2025

About headspace

headspace is funded by the Australian Government through Primary Health Tasmania under the Promoting Better Mental Health – Youth Mental Health Initiative.

The objectives of **headspace** are to improve access for young people to mental health and related services, and to ensure better coordination between such services, by:

- providing holistic services through headspace sites; increasing the community’s capacity to identify young people with mental ill-health and related problems as early as possible;
- encouraging help-seeking by young people and their family;
- providing evidence-based, high-quality services delivered by well-trained professionals; and providing a mechanism for service coordination and integration within communities and at a federal and state/territory government level.
- headspace provides service to young people aged 12-25 years old, and their family/carer network that is youth & family friendly, and operates in line with the vision and values of headspace National & EACH, whilst meeting National certification under the headspace Trade Mark License Deed.

Position Summary

This role is to support the Clinical Governance processes and oversee the Clinical staff to deliver evidence based clinical interventions to young people and their families/carers. This role will work in the headspace primary service on the Eastern Shore of Hobart in Tasmania.

We are privileged to be able to work on the traditional lands of Lutruwita Tasmania and connect with the community on the eastern shore of nipaluna Hobart.

Key Deliverables

Clinical Governance:

- Maintain and review clinical caseload's/processes.
- Foster the provision of high-quality care to young people either: individually; in groups; or conjointly with family.
- Provide direct service provision to young people of headspace as well as providing primary & secondary consultations with headspace staff and with referring agencies as required.
- Ensure the effective delivery of clinical demand management strategies, and the efficient flow of young people referral pathways.
- Oversee the effective clinical integration of clinical services provided by headspace, consortium and stakeholders.
- Convene the headspace Clinical Review Meeting; advise on the development and review of clinical policies and processes. Identify and be part of a proactive responses to service issues.
- In collaboration with the other leadership roles within the program, oversee and further develop the clinical processes and young people pathways within headspace including coverage of intake service response and initial assessment.
- Ensure intake systems are easy to navigate by young people and lead and support the intake team to assist young people and their families to access other services when these services better suit their needs.
- Provide leadership, advice, and decision-making on ethical issues, which are specific to working with young people (particularly regarding issues of consent, confidentiality, mandatory notifications, legal and mandatory reporting of abuse, and managing risk).
- Ensure clinical services are delivered in accordance with the headspace Model Integrity Framework and participate in the hMIF certification process as required.
- Complete critical incident reporting, response and review processes as required.
- Ensure all staff and co-located service providers maintain effective clinical records and data collection for clinical work, activities and programs.
- Ensure completion of the minimum data set for all occasions of service to young people
- Ensure that the quality of all clinical records and correspondence meets professional and legal standards.
- Reviewing & managing clinical complaints from young people, families and other stakeholders effectively, with a willingness to respond to all feedback in such a way as to promote good outcomes for all.
- Undertake other duties as directed by the headspace Services Manager within scope of practice based on service need.

Leadership

- Provide day to day clinical guidance and support as appropriate to the clinical staff of the headspace service, overseeing the delivery of clinical services (including: intake, triage, assessment, data collection, clinical records, treatment and care-coordination) under the governance of the headspace Services Manager.
- Monitor service delivery to ensure compliance with headspace clinical targets and organisational policies via regular file audits.
- Provide clinical support, supervision, direction and peer support to staff (and students where relevant) and foster a positive leadership/mentoring culture.
- Support the health promotion activities of headspace.
- Monitor professional development needs for the headspace clinical team.

Stakeholder relationships

- Facilitate positive clinical working relationships between headspace and co-located staff and private practitioners such that collaborative care across multiple providers can occur
- Develop relationships with other community service agencies and government sectors to facilitate referral pathways across and between services.
- Participate in regional clinical planning in partnership with key stakeholders where appropriate.
- Participate in regional incident response committee and working groups as appropriate.
- Liaise with relevant universities to maintain high standards of student placements at the headspace service.
- Advocate on behalf of young people regarding mental health needs in the region at key events, reviews/reforms, and forums as appropriate.

Qualifications and skills

- Psychologists who have full and current registration to practice with AHPRA.
- Social Workers holding an approved Social Work Qualification (Bachelor/ Master of Social Work) and who are registered with AASW.
- Occupational Therapists who have full and current professional registration to practice with AHPRA, and who have completed additional mental health specific training.
- Mental Health Nurse, who has completed additional training mental health.
- Information management and technology skills including experience in the use of electronic clinical management systems.
- Demonstrated extensive experience in mental health screening, intake and risk assessments with young people and their families.
- Experience working with young people and families from diverse backgrounds including the headspace National key priority groups including CALD, Indigenous, LGBTIQ, young men, & young people at risk or experiencing homelessness.
- Demonstrated dual diagnosis capability and service experience.
- Demonstrated skills and understanding of health promotion principles and practice.
- Knowledge of management and administrative techniques, processes and systems, e.g. Quality Assurance, tender processes, office administrative systems; preferably complemented by an understanding of the community health service environment.
- Demonstrated experience in the delivery of training/workshops to a range of health professionals.



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POSITION DESCRIPTION	
Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities:

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



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EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria:

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable 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.
- A cleared National Worker Screening Check prior to commencement of employment
- (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.



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- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all
- employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares
- information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.