

Position title	Clinical Lead (Knox & Lilydale)
Reports to	headspace Services Manager (Knox & Lilydale)
Date	August 2023

## About EACH

EACH provides an integrated range of health, disability, 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 1,500 paid employees and over 300 volunteers.

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

Our vision	A healthy community where everyone belongs.
Our purpose	Promoting health, building hope and creating opportunity.
Our values and behaviours	<p><b>We care</b></p> <p>We welcome you with empathy and hope. We believe making change is possible for everyone.</p> <p><b>We listen</b></p> <p>We take time to understand you, your experiences and your culture. We work with you and the people important to you, to build the right supports.</p> <p><b>We learn</b></p> <p>We evaluate our actions and always seek to improve.</p> <p><b>We deliver</b></p> <p>We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.</p>

## About the headspace service

headspace is funded by the Australian Government through the Eastern Melbourne Primary Health Network 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 carers;
- 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

The key objective of this role is to facilitate the provision of clinically high quality mental health care for young people aged 12-25 years through:

- Leadership, support and clinical supervision of clinical staff
- Provision of direction and guidance on clinical service issues
- Involvement in service development, design and evaluation

The position will work closely with the headspace Services Manager (Knox & Lilydale) and other key staff within the Consortium and EACH. This position will operationally report to the headspace Services Manager Knox & Lilydale, and will provide strategic governance and clinical leadership across the headspace service. This includes clinical oversight and support to Team Leaders across sites, the GP Clinic, the DBT Program, Clinical Psychology Supervisor, Allied Health Practitioners, and external Private Provider and agencies as needed. Clinical escalation from the Knox & Lilydale Clinical Lead role will go up to the Clinical Consultant Mental Health & AOD Services position. (And to the Youth Mental Health Stream Manager in their absence).

## 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 carers
- Provide direct service provision to clients of headspace as well as providing primary & secondary consultations with headspace staff and also with referring agencies as required.
- Ensure the effective delivery of clinical demand management strategies, and the efficient flow of client 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 client pathways within headspace Knox & Lilydale including coverage of Intake service response and initial assessment.
- Oversee and assist with young people accessing a range of headspace services to support coordinated care for the young person.
- 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.
- Extend and further develop processes that support follow up of young people who fail to attend.
- Participate in weekend and after hours work if required.
- 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 client records and data collection for client work, activities and programs.
- Ensure that the quality of all clinical records and correspondence meets professional and legal standards.
- Reviewing & managing clinical complaints from clients, families and other stakeholders effectively, with a willingness to respond to all feedback in such a way as to promote good outcomes for all.

## **Leadership**

- Provide day to day clinical guidance and support as appropriate to the clinical staff of headspace Knox & Lilydale, overseeing the delivery of clinical services (including: intake, triage, assessment, data collection, client records, treatment and care-coordination).
- 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.
- Oversee effective clinical governance of any private contractors, GP Youth Clinic, consortium members or stakeholders working across the service.
- Support the health promotion activities of headspace Knox & Lilydale.
- Support the development of a culture of continuous improvement and learning within the service.
- Work to establish the service as a service of excellence for both youth focussed and family sensitive practice.
- Monitor professional development needs for the headspace clinical team and develop a yearly training calendar for clinical staff.
- Develop and present mental health training for headspace staff as required
- Maintain and develop own professional skills and knowledge through involvement in ongoing professional supervision and professional development
- Participate in regular performance appraisal
- Undertake other duties as directed by the headspace Services Manager within scope of practice based on service need.
- Advocate on behalf of young people regarding mental health needs in the region at key events, reviews/reforms, and forums as appropriate.

## **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 headspace Knox and Lilydale

## **The professional expertise we are looking for in this role**

### 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.
- Effective written and oral communication skills, including proven skills in negotiating, developing and managing cooperative relationships and constructive communication.
- 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.
- Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and families.
- An understanding of the Primary Health Care sector.
- A thorough understanding of Child & Youth Mental Health.

### Experience and Knowledge

- Demonstrated extensive experience in mental health screening, intake and risk assessments with young people and their families.
- Demonstrated experience in leadership and supervision of clinical staff.
- Extensive clinical skills and significant experience in working with diverse groups of young people and the family network.
- 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 work independently and as part of a team.
- Demonstrated skills and understanding of health promotion principles and practice
- Ability to work in partnership with local government, schools and other health and community providers.
- 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.
- A good understanding of the Medicare Benefits Schedule (MBS) system.



### Mandatory Qualification/s, Competencies and/or Licences

- Holds a minimum Tertiary Qualification in the relevant field
- AHPRA registered or eligible for membership with the association in your field
- Valid Employee Working With Children Check
- Current Police Check or willingness to undergo one

### Highly regarded Qualifications and/or Certifications

- Post Graduate qualifications in related degree

### **Expected behaviours for all EACH staff and volunteers**

- acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles
- promotes a 'safety first' culture and acts in accordance with EACH health and safety policy and management system
- 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