



POSITION DESCRIPTION – Clinical Lead
Part 1 – Expectations for Your Role

Position	Clinical Lead
Service / Program	Mental Health and Alcohol and Other Drugs
Industrial Instrument	Dependent on candidate
Instrument Classification	As above
Reports to	Services Manager
Effective Date	May 2025

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 carers
- Provide direct service provision to clients 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 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 Port Macquarie overseeing the delivery of clinical services (including intake, triage, assessment, data collection, client 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
- Oversee effective clinical governance of any private contractors, GP Youth Health Nurse Clinic, Consortium members or stakeholders working across the service
- Support the Service Manager in the development of reports on a quarterly basis
- Support the health promotion activities of headspace
- 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.



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
- Advanced clinical skills when working with young people & families
- 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.

Experience and Knowledge

- Strong understanding of legislation, privacy laws, and policies relevant to youth and family mental health services.
- Extensive clinical experience in child and youth mental health, including risk assessments, dual diagnosis, and working with diverse populations.
- Proven leadership, supervision, and team collaboration skills within the mental health sector.
- Demonstrated experience in service delivery, training, and health promotion within primary and community health settings.
- Ability to work in partnership with schools, local government, and community organisations.
- Knowledge of administrative systems, quality assurance, and the Medicare Benefits Schedule (MBS).

Qualification/registrations/licences (*Mandatory only*)

- Tertiary Qualification in relevant health field with AHPRA registration or eligible for membership with the association in your field
- Post Graduate qualifications in related degree would highly regarded
- Current state-based driver's license.

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.