

**POSITION DESCRIPTION - Senior Intake & Brief Intervention Clinician****Part 1 – Expectations for Your Role**

Position	Senior Intake & Brief Intervention Clinician
Service / Program	headspace Pakenham
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	SACS Level 5
Reports to	Intake & Brief Intervention Team Leader
Effective Date	July 2026

Key Deliverables

- Provide onsite leadership as the nominated Site Senior at headspace Pakenham, or headspace Narre Warren when required.
- As the nominated Site Senior, open and close the site on designated days and coordinate and support staff onsite as required.
- As the nominated Site Senior, work closely with internal and external stakeholders accessing the headspace Pakenham centre, including co-located services.
- Actively contribute to the Senior Leadership Team for headspace Narre Warren and Pakenham.
- Provide engaging, client-focused access and intake services to young people, their families and other stakeholders, onsite or in the community.
- Collaborate with the Senior Access Clinician, Intake and Brief Intervention Team Leader and Clinical Lead to ensure young people receive a timely, positive experience through the service's access and intake pathways.
- Discuss presenting issues to identify a potential client's needs and determine appropriate supports and referral pathways across Mental Health, AOD, Primary Health, and Work and Study.
- Deliver evidence-based mental health interventions in person or via telehealth to young people with mild to moderate mental health issues, using single-session frameworks and brief treatment or support models.
- Engage families and carers in treatment planning and family work where appropriate.
- Deliver services flexibly from co-located or offsite premises in the local community when required.
- Present client cases at clinical review meetings and supervision.
- Escalate care effectively when clinically required.
- Maintain effective relationships with local stakeholders and agencies.
- Support students and graduate staff completing placements within the Intake and Brief Intervention team or across headspace Narre Warren and Pakenham.
- Engage in community engagement and community awareness-raising activities as required.
- Maintain accurate and timely clinical data, client records and reporting, including hAPI data, in line with service KPIs.
- Undertake clinical project or portfolio work as agreed with the Intake Team Leader and Services Manager.
- Undertake other duties directed by the Service Manager, Clinical Lead or Intake and Brief Intervention Team Leader, where they are within scope of practice and respond to service needs.
- Participate in weekend and after hours work if required.

Mandatory Qualifications, Competencies and/or Licences



- Holds a minimum Bachelor level qualification in Youth Work, Occupational Therapy, Social Sciences, Counselling, Psychology, Social Work or related discipline.
- Current state-based driver's license

Skills

- Highly developed assessment and therapeutic counselling skills with young people, particularly in single-session and brief intervention approaches.
- Collaborates effectively with young people, GPs, schools, government agencies, private practitioners and other stakeholders.
- Highly developed interpersonal, verbal and written communication, problem-solving and negotiation skills, particularly when supporting young people in the early stages of help-seeking. This includes delivering in-person and telehealth sessions responsive to the needs of each young person and their family.
- Works effectively both independently and as part of a team.
- Demonstrated capability to liaise, consult, negotiate and collaborate effectively with clients, families, agencies and service providers.
- Proficient in information management and technology, including electronic client management systems.
- Demonstrated experience developing and managing cooperative stakeholder relationships through clear written and verbal communication and constructive negotiation.
- Complies with the Victorian Information Privacy Act 2000, Health Records Act 2001 and other legislation governing the handling of personal information.
- Understands the legislation, policies and issues informing health services for young people and families. Understands the primary health care sector.
- A thorough understanding of Child & Youth Mental Health.

Experience and Knowledge

- Experience and passion for working with adolescents and young adults with early stage, varied mental health presentations across the mild-moderate scale
- Demonstrated experience in working with young people and understanding of adolescent development
- Demonstrated experience and skill in assessing and treating young people diagnosed with moderate to more severe mental health difficulties, including effective mental state examination and risk assessment skills.
- Demonstrated clinical mental health experience in working with families to deliver therapeutic interventions
- 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.
- Previous experience in working with young people and families across a range of flexible modalities including group-based intervention, telehealth & single session frameworks.

Highly regarded Qualifications and/or Certifications

- Post graduate qualification in related field or minimum 3 years' experience working in the relevant Field.

Physical Requirements

- **Office environment:** Completes computer-based and administrative work, using suitable workplace equipment and adjustments where required.
- **Office mobility:** Moves between work areas and attends meetings onsite or through accessible alternatives, with adjustments where required.
- **Light lifting:** Handles or arranges the movement of items up to 5 kg, such as laptops or office supplies, with equipment or assistance where required.
- **Communication and information access:** Reads or otherwise accesses documents and communicates effectively in person and by phone or video, with adjustments where required.
- **Travel:** Travels locally between Each locations as required, with reasonable adjustments considered.



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 (Without 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 a key member of the Leadership team, collaborating with their Directorate, the Executive Team, and stakeholders to achieve Each's vision and strategic objectives. This role focuses on working across Directorates to address the business's evolving needs, ensuring effective support for broader operations. Leaders are responsible for meeting KPIs, maintaining financial sustainability, and ensuring operations align with Each's values. All leaders are expected to demonstrate strong leadership, model Each's values and behaviours, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Supporting the Each Strategic Plan and financial sustainability.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive, and empowering workplace.
- Leading effective operations and managing risks.
- Fostering innovation, collaboration, and alignment with the organization's vision.
- Ensuring compliance with policies, legislation, and funding requirements.
- Modelling leadership behaviours that reflect Each's values and acting as an ambassador.

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, LGBTIQ+ 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, 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.
- 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.