



POSITION DESCRIPTION – Clinical Lead – headspace Eastern Shore

Part 1 – Expectations for Your Role

Position	Clinical Lead hES (headspace Eastern Shore)
Service / Program	Mental Health and Alcohol & Other Drugs
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependant on candidate
Reports to	headspace Services Manager
Effective Date	May 2026

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 Trademark License Deed.

Key Deliverables

Clinical Governance

- Maintain & Review clinical caseloads and processes.
- Ensure High-Quality Care for young people individually, in groups, or with family.
- Provide Direct Services to young people, including consultations with staff and referring agencies.
- Manage Clinical Demand and streamline referral pathways.
- Oversee Clinical Integration between headspace, consortium, and stakeholders.
- Lead Clinical Review Meetings and contribute to policy development.
- Enhance Intake Processes for smooth service navigation and accessibility.
- Support Ethical Decision-Making on consent, confidentiality, and risk management.
- Ensure Compliance with the headspace Model Integrity Framework (hMIF).
- Manage Critical Incidents including reporting, response, and review.
- Maintain Clinical Records to meet legal and professional standards.
- Handle Complaints Effectively to promote positive resolutions.
- Undertake Additional Duties as directed by the Services Manager.



Leadership

- Guide & Support Clinical Staff in service delivery, including intake, triage, and care coordination.
- Ensure Compliance with clinical targets and conduct regular file audits.
- Provide Supervision & Mentorship to staff and students, fostering a supportive culture.
- Support Health Promotion initiatives within headspace.
- Monitor & Address Professional Development Needs for the clinical team.

Stakeholder Relationships

- Foster Collaboration between headspace, co-located staff, and private practitioners.
- Develop Referral Pathways with community agencies and government services.
- Engage in Regional Clinical Planning with key stakeholders.
- Participate in Incident Response Committees and relevant working groups.
- Liaise with Universities to maintain high student placement standards.
- Advocate for Young People at events, forums, and mental health reforms.

Skills, Experience and Knowledge

- Technology Proficiency – Experience with electronic clinical management systems.
- Mental Health Expertise – Extensive experience in screening, intake, and risk assessments.
- Diversity & Inclusion Experience – Working with CALD, Indigenous, LGBTIQ+, young men, and those at risk of homelessness.
- Dual Diagnosis Capability – Experience in co-occurring mental health and substance use cases.
- Health Promotion Knowledge – Understanding and application of health promotion principles.
- Administrative & Quality Assurance – Familiarity with tender processes, quality control, and office systems.
- Training & Workshop Delivery – Experience in training healthcare professionals.

Qualification/Registrations/Licences

- Tertiary qualification in a relevant health field (Psychology, Social Work, Occupational Therapy or Mental Health Nursing).
- Required Registration:
 - Psychologists – AHPRA registration.
 - Social Workers – AASW-registered Bachelor/Master of Social Work.
 - Occupational Therapists – AHPRA registration & mental health training.
 - Mental Health Nurses – Additional mental health training.
- 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 to Each locations.

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 - 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

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

- 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 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.