

**POSITION DESCRIPTION – Senior Mental Health Coordinator****Part 1 – Expectations for Your Role**

Position	Senior Mental Health Coordinator
Service / Program	headspace Knox
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependant on candidate
Reports to	headspace Services Manager
Effective Date	July 2026

Position Summary

The Senior Mental Health Coordinator at headspace Knox will be responsible for supporting teams to provide mental health and psychosocial support to young people aged 12-25. This role will combine leadership capabilities and direct support to young people and their families. The successful applicant will work across different programs as required, including the intake and brief intervention team, and other teams as required.

For a specified time, this role will lead and supervise the Intake & Brief Intervention Team, providing clinical oversight, supervision, guidance, and professional development.

Key Deliverables

- Support headspace clinicians, private providers, and partner agencies in delivering effective intake and brief intervention services
- Attend intake and clinical review meetings, promote evidence-based clinical practice, and demonstrate active leadership in the clinical decision-making process regarding the care of headspace clients /young people.
- Provide initial Headss and single session therapy assessments for young people and their families. This includes engaging the young person, information gathering using the assessment tools, MSE, risk assessment, and identifying key needs.
- Manage a small caseload of young people through the intake process, from assessment through to engagement into other services.
- Promote a youth-friendly, inclusive culture that welcomes all young people, family, and friends accessing headspace services using a 'no wrong door' approach.
- 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).
- Uphold the highest standards of professional accountability and practice for the service.
- Engage stakeholders to enhance referral pathways, service access, and integrated care initiatives.
- Contribute to ongoing service development.
- Perform additional duties within scope as requested by the headspace services manager.
- Work across teams to support the function of an integrated service as required.



Skills

- High level of interpersonal, communication and problem-solving skills with a demonstrated ability to consult, liaise and negotiate effectively with young people, family, friends and professionals.
- Ability to function well in a multi-disciplinary team.
- Highly developed organisational skills with the ability to problem solve and prioritise effectively on a day-to-day basis.
- Ability to manage and adapt quickly to a changing environment based on client needs and in crises.

Experience and Knowledge

- Demonstrated leadership experience, with the ability to manage a team to achieve positive client outcomes, and provision of clinical supervision to staff.
- Significant clinical background with experience in assessing young people's needs, risk, and early identification of emerging mental health issues including intervention options for young people experiencing mental illness.
- Well-developed knowledge of young people's developmental stages, youth mental health problems, drug and alcohol issues and issues currently facing young people that affect their wellbeing.
- Knowledge of ethical and professional issues when working with children and families and the ethical decision-making process.
- Awareness of relevant legislation/policies and issues informing health and other services for young people and families.
- Thorough understanding of the mental health and broader service system.

Qualification/Registrations/Licences

- Minimum Tertiary Qualification in Psychology, Social Work, Nursing or Occupational Therapy
- Registration (or eligibility for membership) with AHPRA or AASW

Physical Requirements

- Ability to travel into the local community from the centre.
- Ability to sit for extended periods and use standard office equipment.
- Flexibility to adapt to changing service demands and environments.

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 (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 key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each's vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each's values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each's goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting 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

- 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.