



headspace
National Youth Mental Health Foundation

Part 1 – Team Leader – Intake & Brief Intervention Team

This document explains the work of the headspace Team Leader – Intake & Brief Intervention Team

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| Position: | Team Leader – Intake & Brief Intervention Team |
| Directorate / Service / Program: | Mental Health and Alcohol and Other Drugs |
| Industrial Instrument Name: | Dependent upon candidate discipline |
| Instrument Classification: | As above |
| Reports to: | headspace Services Manager |
| Effective Date: | January 2025 |

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 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

This role will support and co-ordinate the intake process for young people and families into the headspace primary service and the headspace Early Psychosis program. This role will support the mental health and wellbeing of young people in the local community on the eastern shore of the Hobart region in Tasmania.

We are privileged to be able to work on the traditional lands of lutruwita Tasmania and connect with the community on the eastern shore of nipaluna Hobart.



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Key Deliverables

- Overseeing & facilitating effective and timely access for young people into the headspace service and maintaining effective service governance of the intake team alongside the Clinical Lead.
- Oversee and participate in effective and timely service access and intake for young people referred into headspace and monitor key KPI's.
- Ensuring effective integration and operation of the service's centralised intake system, and contributing into the service intake system with triage, assessment and appropriate referral for young people and their families.
- Ensuring effective brief treatment is provided for young people, their families and carers that is evidenced based, culturally sensitive and focussed on the needs of the young person and their family.
- Lead the development and maintenance of local stakeholder partnerships relevant to the Intake team, including fostering effective pathway options and maximising collaborative care.
- Provide clinical and operational leadership to the Intake & Brief Intervention team. Actively contribute and participate as a leader of an integrated services system at headspace and undertake effective senior site coordination duties as a member of the senior leadership team.
- Oversee & coordinate the effective clinical systems of the Intake team in association with the headspace Clinical Lead.
- Actively participate in regular supervision processes.
- Assist in formulation and application of appropriate assessment, treatment and evaluation processes. This includes development and management of young people,
- safety plans and oversee the risk management of the team in conjunction with the Clinical Lead.
- Provide evidence based, high quality and flexible specialist counselling support via in-person and online services to young people, and family and carers where appropriate, including the provision of groups.
- Oversee the effective clinical integration of online/digital platforms alongside the Clinical Lead.
- Oversee workforce development of the intake team staffing (including students on placement) including provision of effective induction, line supervision, mentoring, training, and performance management.
- Maintain effective relationships with local stakeholders and agencies ensuring referral pathways and in-kind contributions strengthen the flow and capacity for service delivery.
- Completion of service reports for headspace National & Primary Health Tasmania related to young people access and intake. Accurately maintain data, records and reporting processes, including hapi data
- Undertake other duties in various programs including the headspace Early Psychosis Program, as directed by the headspace Services Manager.

Qualifications and skills

- Tertiary Qualification in relevant health field with AHPRA registration or eligible for membership of AASW.
- Post Graduate qualifications in related degree would be highly regarded.
- Advanced clinical skills when working with young people and their families/carers.
- Information management and technology skills including experience in the use of electronic clinical management systems.
- Ability to multi-task, set priorities and meet strict deadlines.



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- 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 advanced level risk assessment skills.
- Experience and knowledge of various evidence-based treatment modalities and implementation of group work activities (e.g. self-esteem, anxiety management etc.).
- Current state-based driver's licence is required.



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POSITION DESCRIPTION

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| Part 1 – Expectations | Employee |
| Attachments | Addendum A *Outlines the specifics of the allocated Directorate/Portfolio |

About EACH

EACH provides an integrated range of health, disability, housing, 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 1,700 paid employees and over 250 volunteers.

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

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| Our vision | Everyone has the power to live well. |
| Our purpose | Health and support services that improve lives and strengthen communities. |
| Our values and behaviours | <p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p> |



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria:

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable 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.
- A cleared National Worker Screening Check prior to commencement of employment
- (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.



- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing 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.