



POSITION DESCRIPTION – Intake and Brief Intervention Clinician

Part 1 – Expectations for Your Role

Position	Intake and Brief Intervention Clinician
Service / Program	headspace Dandenong
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependant on qualifications of candidate
Reports to	Intake and Brief Intervention Team Leader
Effective Date	March 2025

Key Deliverables

- Provide engaging client focussed service access & intake to young people, their families and stakeholders.
- Establish a potential client’s needs (through discussion of the presenting issue/s) and determine the client’s supports (inc referral pathways) across the domains of Mental Health, AOD, Primary Health & Work & Study
- Deliver effective evidence-based clinical mental health interventions to young people who present with mild –moderate mental health issues with a focus on single session frameworks and brief treatment/support models. Engage families and carers in treatment planning and family work where appropriate
- Deliver services flexibly including from co-located or offsite premises in the local community
- Present client cases at clinical review meetings and supervision
- Effectively escalate care as clinically required
- Maintain effective relationships with local stakeholders and agencies
- Support students & graduate staff on placement within the intake team
- Conduct health promotion activities to young people both within the centre but also wider into the community
- Accurately maintain all client data, records and reporting processes, in a timely manner
- Undertake project/portfolio based clinical work as negotiated with the Intake Team Leader & Clinical Lead

Skills

- Highly developed assessment & therapeutic counselling skills with young people - particularly single session and brief intervention skills
- Ability to work collaboratively with all stakeholders i.e. young people, GPs, schools, government agencies, private practitioners etc.
- Highly developed interpersonal, verbal and written communication skills, problem solving and negotiation skills especially with young people in the early stages of help seeking. This includes the delivery of sessions appropriate to the needs of the young person and family and include in person and telehealth approaches
- Ability to work autonomously and part of a team
- 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
- Information management and technology skills including experience in the use of electronic client 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
- Adhere to Victorian Privacy Laws-Information Privacy Act 200 and the Health Records Act 2001, as well as other laws that regulate the handling of personal information
- Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and families
- An understanding of the Primary Health Care sector along with 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, LGBTIQA, 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
- Thorough understanding of the mental health and broader service system.

Qualification/registrations/licences

- Holds a minimum Bachelor level qualification in a related discipline
- 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
- Current state-based driver's license (Desirable)

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



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.