



POSITION DESCRIPTION	
Part 1 - Expectations	Leadership – No direct reports
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 1,500 paid employees and over 200 volunteers.

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

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>



Leadership Expectations

The Leadership position is an integral member of the Leadership team who works with their Directorate, the EACH Executive Team and other key stakeholders to deliver the Vision and Strategic objectives of EACH.

A key focus of these positions is to work collaboratively with other Directorates to collectively understand the future developing needs of the business and ensure their Directorate can effectively support the broader business functions and operations. They are responsible for ensuring their area of responsibility is meeting KPI's, is financially sustainable and is operating effectively, in line with EACH's values.

It is expected that all leaders consistently demonstrate strong leadership capability, model EACH's values and behaviours and ensures EACH's culture is inclusive, safe, and engaging.

Leadership Responsibilities

An EACH Leader is responsible for:

- Supporting the delivery of the EACH Strategic Plan - relevant to EACH and their allocated area of responsibility.
- Contributing to EACH's financial sustainability plan and decisions.
- Modelling and supporting continuous improvement, learning and development.
- Promoting staff health, safety and wellbeing within the Directorate to ensure high standards of health, safety, and wellbeing of all employees.
- Maintaining and contributing to a safe and inclusive organisation where our people are proud to work, feel safe and empowered.
- Ensuring sound operations through effective leadership and management.
- Working within a framework of effective and sensible controls to ensure key risks are assessed and managed.
- Fostering a climate of innovation, strategic thinking, collaboration and continuous improvement
- Fostering a sense of common purpose and connecting people to the organisation and its vision.
- Ensuring systems and processes relevant to their area support the broader EACH business and key stakeholders.
- Ensuring compliance across the Directorate with regards to legislations, mandatory compliance, funding requirements and EACH's policies.
- 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 a Manager 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.
- Strong leadership capability that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.



- Demonstrated ability to drive a safe and inclusive culture ensuring that social, psychological, cultural, and physical safety and wellbeing is a priority.
- Demonstrated success in bringing people and teams together to encourage connections, collaborations, and partnerships.
- Demonstrated ability to deliver on and take responsibility for strategic objectives and measure progress and impact.
- Confidence engaging and briefing relevant stakeholders as required.

Desirable Experience, Knowledge, and Qualifications

- Demonstrated experience at a Leadership Level in related area of expertise.
- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a leadership Team and in demonstrating strong leadership behaviours.
- Appreciation and understanding of the Not-For-Profit sector and Health services preferred.

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 leadership 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

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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.



Part 2 - Addendum – Clinical Lead (headspace Port Macquarie)

This document explains the work of the headspace Clinical Lead (Port Macquarie) and the outputs they will need to deliver

Position:	Clinical Lead
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs
Industrial Instrument Name:	Dependent upon candidate discipline
Instrument Classification:	As above
Reports to:	Services Manager
Effective Date:	August 2024

About the headspace service

headspace is funded by the Australian Government through Healthy North Coast. (PHN) Primary Health Network 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

The key objective of this role is to facilitate the provision of clinically high-quality Port Macquarie mental health care for young people aged 12-25 years through:

- Leadership, support and clinical supervision of clinical staff
- Provision of direction and guidance on clinical service issues
- Involvement in service development, design and evaluation



This position will operationally and clinically report to the headspace Services Manager Port Macquarie and will provide strategic governance and clinical leadership across the headspace service. This includes clinical oversight and support to senior clinicians, GP Clinic, the DBT Program, Clinical Psychology Supervisor, Allied Health Practitioners, including external Private Providers and agencies as needed.

Key Deliverables

Clinical Governance

- Maintain and review clinical caseload's/processes
- Foster the provision of high-quality care to young people either: individually; in groups; or conjointly with carers
- Provide direct service provision to clients of headspace as well as providing primary & secondary consultations with headspace staff and with referring agencies as required.
- Ensure the effective delivery of clinical demand management strategies, and the efficient flow of client referral pathways
- Oversee the effective clinical integration of clinical services provided by headspace, consortium and stakeholders
- Convene the headspace Clinical Review Meeting; advise on the development and review of clinical policies and processes. Identify and be part of a proactive responses to service issues
- In collaboration with the other leadership roles within the program, oversee and further develop the clinical processes and client pathways within headspace Port Macquarie including coverage of Intake service response and initial assessment
- Oversee and assist with young people accessing a range of headspace services to support coordinated care for the young person
- Ensure intake systems are easy to navigate by young people and lead and support the intake team to assist young people and their families to access other services when these services better suit their needs
- Extend and further develop processes that support follow up of young people who fail to attend
- Participate in weekend and after hours work if required
- 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)
- Ensure clinical services are delivered in accordance with the headspace Model Integrity Framework and participate in the hMIF certification process as required
- Complete critical incident reporting, response and review processes as required
- Ensure all staff and co-located service providers maintain effective client records and data collection for client work, activities and programs
- Ensure that the quality of all clinical records and correspondence meets professional and legal standards
- Reviewing & managing clinical complaints from clients, families and other stakeholders effectively, with a willingness to respond to all feedback in such a way as to promote good outcomes for all



Leadership

- Provide day to day clinical guidance and support as appropriate to the clinical staff of headspace Port Macquarie overseeing the delivery of clinical services (including intake, triage, assessment, data collection, client records, treatment and care-coordination) under the governance of the headspace Services Manager
- Monitor service delivery to ensure compliance with headspace clinical targets and organisational policies via regular file audits
- Provide clinical support, supervision, direction and peer support to staff (and students where relevant) and foster a positive leadership/mentoring culture
- Oversee effective clinical governance of any private contractors, GP Youth Health Nurse Clinic, Consortium members or stakeholders working across the service
- Support the Service Manager in the development of reports on a quarterly basis
- Support the health promotion activities of headspace
- Support the development of a culture of continuous improvement and learning within the service
- Work to establish the service as a service of excellence for both youth focussed and family sensitive practice
- Monitor professional development needs for the headspace clinical team and develop a yearly training calendar for clinical staff
- Develop and present mental health training for headspace staff as required
- Maintain and develop own professional skills and knowledge through involvement in ongoing professional supervision and professional development
- Participate in regular performance appraisal
- Undertake other duties as directed by the headspace Services Manager within scope of practice based on service need
- Advocate on behalf of young people regarding mental health needs in the region at key events, reviews/reforms, and forums as appropriate

Stakeholder relationships

- Facilitate positive clinical working relationships between headspace and co-located staff and private practitioners such that collaborative care across multiple providers can occur
- Develop relationships with other community service agencies and government sectors to facilitate referral pathways across and between services
- Participate in regional clinical planning in partnership with key stakeholders where appropriate
- Participate in regional incident response committee and working groups as appropriate
- Liaise with relevant universities to maintain high standards of student placements at headspace Port Macquarie

Qualifications and skills

- Tertiary Qualification in relevant health field with AHPRA registration or eligible for membership with the association in your field
- Post Graduate qualifications in related degree would highly regarded
- 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



- Advanced clinical skills when working with young people & families
- Information management and technology skills including experience in the use of electronic client/customer 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 New South Wales 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
- A thorough understanding of Child & Youth Mental Health

Experience

- Minimum 5 years senior clinical experience within the mental health sector
- Demonstrated extensive experience in mental health screening, intake and risk assessments with young people and their families
- Demonstrated experience in leadership and supervision of clinical staff
- Extensive clinical skills and significant experience in working with diverse groups of young people and the family network
- 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
- Demonstrated dual diagnosis capability and service experience
- Demonstrated ability to work independently and as part of a team
- Demonstrated skills and understanding of health promotion principles and practice
- Ability to work in partnership with local government, schools and other health and community providers
- Knowledge of management and administrative techniques, processes and systems, e.g. Quality Assurance, tender processes, office administrative systems; preferably complemented by an understanding of the community health service environment.
- Demonstrated experience in the delivery of training/workshops to a range of health professionals
- An understanding of the Medicare Benefits Schedule (MBS) system
- 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

Physical Requirements:

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- ability to travel between EACH location
- Lift 15 kgs etc.