



POSITION DESCRIPTION – Team Leader – Intake and Brief Intervention

Part 1 – Expectations for Your Role

Position	Team Leader – Intake and Brief Intervention
Service / Program	Youth Mental Health
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependant on candidate
Reports to	headspace Services Manager – Knox and Lilydale
Effective Date	March 2026

Key Deliverables

- Lead and supervise the Intake & Brief Intervention Team, providing clinical oversight, supervision, guidance, and professional development.
- 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.
- Promote active participation of the young person in developing a recovery plan which includes links into existing headspace services/programs and/or external agencies in a timely manner.
- Manage a small caseload of young people through the intake process, from assessment through to engagement into other services.
- Liaise with other multidisciplinary staff to co-ordinate, facilitate and communicate client care needs
- In consultation with the Clinical Lead, 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).
- Offer client evaluation processes to promote continuous improvement of headspace services.
- Participate in clinical governance processes, implement quality improvements, and ensure compliance with professional and data standards.
- Facilitate group programs targeted to meet the needs of the headspace Knox cohort as required.
- Promote a youth-friendly, inclusive culture that welcomes all young people, family, and friends accessing headspace services using a 'no wrong door' approach.

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 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 undertake reviews of the relevant literature and provide clinical education to headspace staff (including those delivering inside the headspace model under co-contribution) and undertake service development.
- 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.
- Clinical experience working with young people aged 12-25 years with mental illness, and their families.
- 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.

Qualification/Registrations/Licences (*Mandatory only*)

- Qualification and extensive experience in a Mental Health Profession, including but not limited to: Social Work, Occupational Therapy, Psychology, or Mental Health Nursing and current registration with the relevant professional body.

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Type and handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally as required.



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.

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. These considerations extend to all of our customers inclusive of priority populations.

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.