



**FocusOne**  
Health



Position Details	
<p><b>Position Title:</b> headspace Clinician PO1</p> <p><b>Fulltime Equivalent (FTE):</b></p>	<p><b>Date approved:</b> 3/12/2019</p> <p><b>Status of employment:</b> Refer to 'employment letter of engagement'</p> <p><b>Location:</b> Refer to 'employment letter of engagement'</p>
Position Context	
Lead Organisation Overview	FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.
headspace Overview	headspace is the national youth mental health foundation for 12-25 years. Headspace Centres are funded through lead agencies across Australia. FocusOne Health is the lead agency for headspace Berri. Headspace is funded to provide mental health, physical health, sexual health, alcohol & other drug support and vocational/educational support.
Job Purpose Statement	<p>The headspace Clinician will play a key role in the provision of early intervention services for young people 12-25 experiencing or at risk of developing an emerging mental health condition.</p> <p>In addition to providing early intervention/brief intervention therapy, the headspace Clinician aims to coordinate and better integrate familial and medical care for a young person with mild to moderate mental health issues.</p> <p>The headspace Clinician also undertakes: biopsychosocial assessments, harm minimisation around alcohol and drug use, psycho-education for young people, families and referrers, assists young people in the areas of vocational and educational concerns, facilitates sexual health, physical health and psychiatric care for young people.</p> <p>The headspace Clinician develops and delivers group-based interventions, participates in community engagement activities and contributes to a team culture of practice sharing, curiosity and respect for young people.</p>
Reporting Relationships	<b>Line Management:</b> Reports through the headspace Berri Centre Manager.

	<p><b>Clinical Accountability:</b> Seeks leadership, advice and support for clinical matters from the headspace Clinical Lead.</p> <p>Is accountable to the Board of Management of the FocusOne Health Inc. (through the organisational management structure).</p>
Working Relationships	<p>Participates in and actively contributes in regular clinical supervision and in peer clinical review processes.</p> <p>Is a member of the multi-disciplinary headspace Berri team and is expected to liaise, support and assist members of the headspace team and the wider FocusOne Health team.</p> <p>Consults and collaborates with other health care professionals, both within the organisation and the community, to ensure optimal client outcomes.</p>
Line Management Responsibility	Nil
General Expectations	<p>Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.</p> <p>Maintains confidentiality and operates within the Information Sharing Guidelines.</p> <p>Participation in Performance Development Reviews every 12 months</p> <p>FocusOne Health is a smoke free workplace</p>
Special Conditions	<ul style="list-style-type: none"> <li>• AQF Level 7 qualification or above AND current and full registration with AHPRA or eligibility for membership of the AASW.</li> <li>• Some of our hours work may be required for which time off in lieu is to be taken</li> <li>• Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required.</li> <li>• A current South Australian Driver's Licence is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy.</li> </ul>

Key Responsibilities – headspace Clinician PO1			
Accountability	Key Activities and Outcomes (What is to be achieved-responsibilities and duties)	Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved)	
		Outcomes	Outputs
<b>1. Service Delivery</b>	<p><b>The headspace Clinician provides early intervention, brief intervention and therapy to young people with mild to moderate mental health issues, specifically:</b></p> <ul style="list-style-type: none"> <li>Delivering of 1:1 counselling, psycho-education and skills building to the young people, in-centre and at outreach locations as directed.</li> <li>Delivering Single Session Family Consultations.</li> <li>Delivering group based interventions (therapeutic, skills building and other)</li> <li>Undertakes biopsychosocial assessments in line with headspace Berri clinical guidelines.</li> <li>Comprehensive and detailed clinical formulation and collaborative care planning.</li> <li>In addition to addressing the mild to moderate mental health needs of the young person, addresses concerns regarding AOD, vocational support and physical health needs by linking the young person with internal services (DWSS, hsB sexual health nurse, YCCC team, tele-psychiatry) and external supports (GP’s, employment providers, Centrelink, housing, NDIS and others).</li> <li>Undertakes the delivery of mental health education sessions in schools and other settings as required.</li> <li>Participates in community engagement activities, some of which may be after hours.</li> <li>Represents headspace Berri at community events and local network meetings.</li> <li>Maintains appropriate case notes, records and data as required</li> <li>Delivery of evidenced based psychological therapies using appropriate tools, and in line with FocusOne Health’s policies and procedures.</li> <li>Assessment, monitoring and management of clinical risk</li> <li>Provides support to General Practice in the form of telephone and onsite information, education and assistance.</li> <li>Clinicians utilise supervision, review program determination,</li> </ul>	<ol style="list-style-type: none"> <li>Professional clinical mental health services are provided to clients in accordance with program contract and supporting guiding documents (e.g. guidelines, work instructions) and headspace Berri Clinical Guidelines and FOH Clinical Governance Framework.</li> <li>Timely assessments, case notes and closure requirements are completed (as per program work instructions)</li> <li>A caseload will be maintained as determined by program work instructions and in consultation with Line Manager and Clinical Lead</li> <li>Good communication flow and collaborative care is delivered.</li> <li>Strong adherence to organisational processes and procedures.</li> <li>Uniqueness of the young person is understood and fostered.</li> </ol>	<ol style="list-style-type: none"> <li>4-5 booked appointments in MC diary per day</li> <li>Minimum of 25 service contacts recorded per week per FTE</li> <li>75% of active clients have a subsequent appointment booked all times</li> <li>100% Collection of prescribed outcomes measures per the Minimum Data Set via hAPI (for groups and 1:1 sessions).</li> <li>&gt;80% of clients are satisfied with the care provided</li> <li>100% collection of demographic and cultural information for each client</li> <li>100% of group programs delivered are accompanied by an approved project plan or scope, and have a written evaluation.</li> </ol>

	<p>assessment and progress, including where clients require movement to other services within a stepped care approach to primary mental health services</p> <ul style="list-style-type: none"> <li>Actively participates in all clinical supervision activities, evaluation processes and team meetings at headspace Berri.</li> <li>Develops a collaborative approach with relevant agencies to ensure effective management of mental health conditions within the community.</li> <li>Ensures service provision to ATSI, CALD and LGBTQI community members is culturally safe and appropriate.</li> <li>Adopts best practice and keeps up to date with therapeutic interventions with mental health presentations in young people.</li> <li>Maintains a high level of communication with and between stakeholders involved in the young person's care.</li> </ul>	<ol style="list-style-type: none"> <li>Opportunity for real choice is afforded to all clients</li> <li>All individuals are treated with Dignity and Respect</li> <li>Recovery is evaluated.</li> </ol>	<ol style="list-style-type: none"> <li>Evidence of young person &amp; family involvement in care planning is contained within the client record.</li> <li>Evidence of clear assessment (including risk), case formulation, and supervision is contained within the client record.</li> <li>Any other data will be collected as required by the headspace Berri Annual Plan.</li> </ol>
<b>2.Continuous Quality Improvement</b>	<p><b>The headspace Clinician assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health's quality assurance framework and supports the promotion of headspace Berri's services.</b></p> <ul style="list-style-type: none"> <li>Upholds clinical governance principles that align with all national, state and local standards, particularly the National Mental Health Standards 2010, and include feedback mechanisms, relevant clinical supervision, and performance monitoring and review arrangements.</li> <li>Participates in team meetings, planning activities, program evaluations and FocusOne Health-wide quality assurance activities.</li> <li>Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation and reporting.</li> <li>Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs.</li> <li>Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators.</li> </ul>	<ol style="list-style-type: none"> <li>Demonstrate commitment to the objectives of the team and organisation and show considerable drive and effort in achieving work and organisational goals.</li> <li>Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and in line with organisational goals.</li> <li>Engages positively and professionally with FOH management, staff, clients and stakeholders.</li> <li>Actively participates in the Safety and Quality initiatives of the organisation including but not limited to: <ul style="list-style-type: none"> <li>Peer Review processes</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Participate in the development of the headspace Berri Annual Plan.</li> <li>Contribute to continuous quality improvement initiatives, reviews and documentation and demonstrates a commitment to same.</li> <li>Presents clients for review at peer clinical reviews and providing input into multi-disciplinary peer review meetings</li> <li>Evidence of the sharing of practice wisdom and practice vulnerabilities with headspace team.</li> </ol>

	<ul style="list-style-type: none"> <li>• Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&amp;S in the workplace.</li> <li>• Mental health interventions delivered in the context of the Contracted Services Scheduled between CSAPHN and FocusOne Health and in conjunction with hNO guidelines, headspace Berri Program Guidelines, and FocusOne Health's Policy, Procedures, Work Instructions, and Templates and Forms.</li> </ul>	<ul style="list-style-type: none"> <li>• Integrates learnings and recommendations from clinical file audits into clinical practice</li> <li>• Actively reports critical incidents and 'near misses' as per critical incident reporting procedures and participates in clinical incident processes</li> <li>• Participates in customer feedback initiatives, supporting clients to understand how their input is used to inform safety and quality of the organisation</li> </ul> <ol style="list-style-type: none"> <li>4 Actively engages in organisational mental health accreditation, understanding standards and implementing adherence to in clinical practice</li> <li>5 Demonstrates and participates in mandatory and professional learning; sharing with colleagues through sharing learnings and industry updates</li> <li>6 Displays 'openness' in professional conduct</li> </ol>	<ol style="list-style-type: none"> <li>5. Evidence of contribution to a culture of genuine curiosity, openness and learning within the headspace team.</li> </ol>
<b>Program Implementation</b>	<p><b>The headspace Clinician contributes to the planning, evaluation, delivery and reporting of the headspace program.</b></p> <ul style="list-style-type: none"> <li>•Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures.</li> <li>•Assists headspace Berri in working towards a collaborative approach with relevant agencies to ensure effective communication regarding client care and progress is shared with appropriate stakeholders in line with the Information Sharing Guidelines.</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintains accurate records of client attendance, appropriate case notes and necessary forms, relating to service delivery.</li> <li>2. Ensure that Service delivery complies with the appropriate policies and procedures set out in the Policy and Procedures manual and as per legislative requirements.</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete Information Sharing Guidelines online refresher on an annual basis.</li> <li>2. Provide data for 6 and 12-month reports as requested.</li> <li>3. &lt;5% data errors/incomplete entries in hAPI</li> </ol>

		<ol style="list-style-type: none"> <li>3. Demonstrates effective communication including in line with Information Sharing Guidelines.</li> <li>4. Maintains an up to date knowledge of FOH services, other associated services and relevant legislative changes affecting mental health service delivery.</li> <li>5. Collates and reports service delivery data as required in a timely manner.</li> </ol>	<ol style="list-style-type: none"> <li>4. 100% client files are up to date in Mastercare (entries within 3 days).</li> </ol>
<b>Administrative Duties</b>	<p><b>Actively undertake administrative duties related to the role and those that support the organisation</b></p> <p>Monitor emails, phone calls and other communications as required.</p> <p>Ability to work under pressure and prioritise workload.</p>	<ol style="list-style-type: none"> <li>1. Administrative tasks completed in a timely fashion and tasks are prioritised demonstrating effective time management.</li> <li>2. Supports other teams and staff in administrative functions to ensure quality Customer Service and Team Work is demonstrated; including support of key service functions such as reception, office arrangements and positive organisational culture maintained.</li> </ol>	
<b>Team Work</b>	<p><b>Actively contribute to the success of FocusOne Health and its culture through effective communication, and by contributing to and facilitating teamwork in all facets</b></p> <p>Demonstrated ability to work independently as well as part of a multi-disciplinary team.</p> <p>Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</p>	<ol style="list-style-type: none"> <li>1. Contributes positively and professionally to teams and programs working within.</li> <li>2. Demonstrate active participation in team planning; ensuring team initiatives are communicated across teams you work within.</li> <li>3. Display organisational values, role models appropriate conduct and operates within organisational boundaries and systems</li> </ol>	

		4. Prepare for and participate in regular 1:1s with headspace Berri manager, utilising the time to report achievements, issues and concerns	
<b>Work Health Safety and</b>	<p><b>Maintaining and improving the quality in all FOH activities. All activities are implemented with consideration to safe work practices; meeting obligations under WHS legislation</b></p> <p>Contributing to quality in FOH's services and programs by demonstrating initiative, and communication with team members, stakeholders and clients, utilising FOH information management guidelines to record and document</p> <p>Deliver quality outcomes for the community and stakeholders, including participating in internal audits, drills and utilising service improvement request</p> <p>Participates and maintains WHS knowledge and WHS training; including awareness of FOH WHS Risk plan, policies and procedures.</p> <p>Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FOH facilities/equipment/services</p>	<p>1. Work Health &amp; Safety issues and controls implemented</p> <p>2. Specific program outcomes demonstrated in reporting</p> <p>3. Participation in Internal audits as requested</p> <p>4. Participation in drills as required</p> <p>5. Utilisation of Service Improvement Request process as necessary</p> <p>6. Hazard and Incident reports completed</p>	

Essential Minimum Capabilities	
Skills and Abilities	<ul style="list-style-type: none"> <li>• Ability to interact well with young people, families and health professionals across disciplines.</li> <li>• Excellent oral and written communication and interpersonal skills.</li> <li>• Excellent computing and keyboard skills and proven experience with Microsoft Office suite.</li> <li>• Ability to prioritise tasks, set objectives, meet deadlines in a timely manner, and complete tasks to a professional standard.</li> <li>• Able to be self-motivated, enthusiastic and energetic and adapt readily to change.</li> <li>• Ability to work as a member of a multi-disciplinary team.</li> <li>• A growth-mindset: a commitment to ongoing learning and improving practice.</li> <li>• Ability to exercise initiative, make sound judgements and decisions based on current best practice and organisational policy.</li> <li>• Exercise initiative and judgement in problem solving.</li> <li>• Ability to contribute to a team culture of openness, practice sharing and curiosity.</li> <li>• Experience in the use of electronic client management systems.</li> <li>• Willingness to work with LGBTQI, ATSI and CALD young people to address their mental health issues in an holistic context.</li> <li>• Capacity to advocate, address barriers and engage flexibility with LGBTQI, ATSI and CALD young people.</li> </ul>
Experiences	<ul style="list-style-type: none"> <li>• Demonstrated experience in working with young people 12-25 in a primary health or mental health service context.</li> <li>• Demonstrated ability to build appropriate client therapeutic alliance to communicate ideas, information, planning and problem solving</li> <li>• Demonstrated experience in effectively working within a multi-disciplinary team</li> <li>• Demonstrated experience in the development of care plans and biopsychosocial assessment.</li> <li>• Demonstrated experience in responding with care and safety to ATSI, CALD and LGBTQI young people.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of mental health treatments for mild to moderate mental illness in young people.</li> <li>• Knowledge of trauma-informed practice principles for work with young people.</li> <li>• An understanding of early intervention in mental health.</li> <li>• An understanding of the issues relating to young people living in a regional community, in terms of accessing treatment services and in supporting recovery.</li> <li>• Awareness of the integral role of General Practice, Psychiatry and Local Health Networks in the assessment, treatment and referral for young people.</li> <li>• An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions.</li> <li>• An understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&amp;S Act.</li> <li>• An understanding of cultural issues in working with minority groups of people including Indigenous, LGTBIQ and CALD communities</li> </ul>



Qualifications	<ul style="list-style-type: none"> <li>• AQF Level 7 qualification or above AND current and full registration with AHPRA (for psychologists) OR eligibility to for membership with the AASW (for social workers).</li> </ul>		
<b>Desirable Characteristics</b>			
Experiences and Knowledge	<ul style="list-style-type: none"> <li>• Experience providing a range of therapeutic interventions to young people</li> <li>• Experience in communicating with GP's, psychiatrists and other mental health professionals.</li> <li>• Experience in the implementation of primary health care programs.</li> <li>• Experience in liaising with health related agencies at a local and or state level.</li> <li>• Knowledge of local and regional health services, youth friendly services, and social networks for young people.</li> <li>• Experience in the delivery of primary mental health care programs that meet Accreditation standards.</li> <li>• Experience in running groups (therapeutic, skills building or other)</li> <li>• Experience working with GPs and other health care providers to deliver health programs.</li> <li>• An appreciation of the long-term goals of FocusOne Health.</li> </ul>		
Personal Abilities	<ul style="list-style-type: none"> <li>• Ability to be innovative and self-directed.</li> <li>• Skills in public speaking and/or facilitating training.</li> </ul>		
Qualifications	<ul style="list-style-type: none"> <li>• For social workers, accreditation as a Mental Health Social Worker endorsed by the AASW.</li> </ul>		
<b>Organisational Requirements</b>			
Acknowledgement and Approval			
Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.			
<b>Acknowledged by Employee:</b>		<b>Date:</b>	Signature:
<b>Approved by CEO:</b>	Scerina Rasheed	<b>Date:</b>	Signature: