

## Position Description

<b>Position Title</b>	headspace Team Coordinator
<b>Program</b>	headspace Campbelltown
<b>Role Reports To</b>	Clinical Services Manager
<b>Location</b>	Level 8, 171-179 Queen Street Campbelltown 2560 NSW
<b>Hours</b>	Full Time

### Our Mission

One Door Mental Health is committed to improving the circumstances and welfare of people with a serious mental illness, their relatives and carers, and professionals working in the area.

The headspace program's mission is to deliver improvements in the mental health, social wellbeing and economic participation of young Australian's aged 12 – 25. This includes providing funding to improve services for young people who may be experiencing mental health and/or drug and alcohol issues and the latest information about these important health issues for young people.

### Position Overview

The **headspace** Team Coordinator (TC) will work under the direction of the Clinical Services Manager, **headspace** Campbelltown to provide relevant services to young people accessing the service.

A **headspace** Team Coordinator (TC) is a highly motivated and dynamic person who facilitates excellence in integrated holistic health care, with the goal of improving outcomes for clients of the service and the wider community.

Working closely and collaboratively with other members of the **headspace** Campbelltown team, **headspace** Team Coordinators (TC) ensure all activities are in accordance with the operational and business model of the service and directions provided by the Clinical Services Manager and other relevant stakeholders.

**headspace** Team Coordinators (TC) are also responsible for ensuring clinical and administrative procedures are followed.

### Position Specific Responsibilities

- Undertake a range of assessments of young people as appropriate, including intake assessments, assessment of functioning, outcome measures, and symptom severity measures.
- Work collaboratively with the young person and families/carers to develop individual recovery plans and/or service plans that are person-centred and directed by the young person as much as possible.
- Facilitate case conference meetings with internal and external service providers to ensure a positive and collaborative approach to assisting the young person.
- Provide regular reports to the Clinical Services Manager, **headspace** Campbelltown on service delivery and other key initiatives
- Design treatment plans and relevant interventions as identified, and assist the young person to drive their own recovery plan as much as possible.

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- Coordinate supports with other internal and external service providers, including General Practitioners and other medical professionals, Government Departments and services, Non-Government Organisations, and schools.
- Provide brief interventions as appropriate in collaboration with, or under direction of, other Psychologists.
- Write professional reports as appropriate and maintain progress notes on an ongoing basis using electronic databases.
- Report on individual progress with young people during case discussions/ team meetings and also formally using relevant **headspace** data systems.
- Participate in service monitoring and review as appropriate
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary teamwork and participation in the **headspace** program at a local level.
- Actively assist in progressing the growth and development of the service, in line with the Strategic Plan and client demand.
- Provide regular reports to the Clinical Services Manager, **headspace** Campbelltown on service delivery and other key initiatives.
- Ensure compliance with **headspace** data requirements (e.g. Minimum Data Set).
- Engage in internal and external audits of service delivery as directed.
- Ensure compliance with timeframes and directions, and proactively manage workload and work duties.
- Assist with continuous quality improvement activities within the One Door Mental Health and **headspace** quality assurance frameworks.
- Respond to any complaints in line with the One Door Mental Health Grievance and Dispute Resolution Policy.
- Support operation and communication between private practitioners, clinical and administration staff.
- Work collaboratively with private practitioners and staff from consortium partner organisations to ensure the integrity of the **headspace** model and the delivery of best-practice support to young people.
- Provide supervision, support, guidance, and mentoring of students and provisionally registered psychologists as directed. Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to mental health services for young people.
- Ensure compliance with all directions from Australian Health Practitioner Regulation Agency (AHPRA) and other governing bodies and organisations as relevant to the TC's professional discipline (e.g. AASW, APS, Occupational Therapy Australia, etc.).
- Maintain unrestricted current registration as relevant to the TC's discipline with AHPRA/AASW/APS, and comply with directions in relation to ongoing professional development.
- Ensure compliance with rules and regulations from Medicare in relation to billing, ongoing professional development, and reporting requirements if holder of Medicare provider number.
- Participate in One Door Mental Health and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.
- Represent One Door Mental Health and **headspace** Campbelltown at events, conferences and seminars.
- Able to demonstrate a flexible approach to service delivery.

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- Have a high degree of computer literacy, including demonstrated experience with report writing and electronic client information management systems.

<b>Behavioural Competencies</b>
<ol style="list-style-type: none"> <li>1. Conflict Management</li> <li>2. Self management</li> <li>3. Initiative and Enterprise</li> <li>4. Problem Solving</li> <li>5. Teamwork</li> <li>6. Communication</li> <li>7. Planning and Organising</li> </ol>

<b>Working Relationships</b>	
Internal and external roles the individual in this position will need to interact with and the nature of that interaction to fulfil the requirements of this role.	
Key <b>Internal</b> working relationships	
Person/Service	Key purpose of relationship
Youth Access Clinicians	Key purpose of relationship
Administration	Support, training, supervision
Clinical staff	Advise, support, training
Clinical services Manager	Support
Key <b>External</b> working relationships	
Person/Service	Key purpose of relationship
headspace National Office	Networks, referrals
External Service Providers	Networks, referrals
SWSICAMHS and SWSLHD – Mental Health and Youth Health	Networks, referrals
Consortium partners	Cooperative services and support, co-location, integrated service delivery
Young people and carers	Effective participation, development of youth-specific strategies and models

<b>Position Criteria</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Provide some input regarding the implementation and delivery of the <b>headspace</b> Campbelltown service.</li> <li>• Provide implementation and in input in the hMIF process.</li> <li>• Will be expected to make decisions including managing risk situations in accordance with the One Door Mental Health and headspace risk management framework.</li> <li>• Problem solve and use initiative in situations which may involve issues that require resolution between individuals or services. In such situations discretion, sensitivity and diplomacy will need to be executed.</li> <li>• Will contribute to the implementation of policies and programs.</li> </ul>

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- Will be able to contribute to the formulation, implementation, monitoring and evaluation of projects and programs.
- Carry a caseload of 50 clients per year, or more if required, that are complex or unusual in presentation.

### Desirable

- Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector.
- Knowledge and understanding of relevant legislation, policies and strategic directions of mental health services for young people experiencing (or at risk of) a serious mental health issue.
- Knowledge of Campbelltown youth / health sectors.
- Post-graduate qualifications in an allied health discipline and/or human services.
- Experience in private practice settings.