



INFORMATION PACKAGE Youth Access Clinician

This package contains the following:

1. Information on GenHealth Inc. (see below)
2. **headspace** Coffs Harbour brochure (see attached)
3. Position Description for Youth Access Clinician, including essential and desirable criteria and terms of employment (see attached)
4. How to apply for the position (see below)

GenHealth Inc.

GenHealth is a non-government, not-for-profit community-based organisation situated at 45-53 Little Street, Coffs Harbour. GenHealth is the Lead Agency for Coffs Harbour Women's Health Centre, **headspace** Coffs Harbour and **headspace** Grafton.

The Coffs Harbour Women's Health Centre and **headspace** Coffs Harbour provide clinical, allied health and health promoting activities within an accessible and integrated framework to improve the health and wellbeing of our Consumers, their families and the community. **headspace** Grafton is a new program of GenHealth. This new Centre will feature all the core elements of the **headspace** model, the strong clinical governance and community engagement model practiced by GenHealth and will be grounded within the Clarence Valley Community.

GenHealth is supported by both state and federal government grants.

How to apply for the position

Applicants should read the information provided in this package. Your written application should include:

- an outline of your claims to the position against the essential criteria to a maximum of 5 pages
- an outline of your claims to the position against the desirable criteria to a maximum of 2 pages
- your current resume detailing your skills, qualifications and experience, and
- the names and contact details for two referees, with at least one referee being a current or most recent supervisor

Please forward your written application by either mail or email to:

Centre Manager
headspace Coffs Harbour
PO Box 46
Coffs Harbour NSW 2450

Or email to: jlangill@genhealth.org.au

Applications close Sunday 15 July 2018

Further information

If you require any further information regarding this position, please do not hesitate to contact me on (02) 6652 1878 or jlangill@genhealth.org.au.

John Langill
Centre Manager
headspace Coffs Harbour
29 June 2018

eheadspace

for online or telephone counselling/support

eheadspace is a confidential, free and secure space where young people 12 - 25 years old, or their family can chat, email or speak on the phone with a qualified youth mental health professional.

Young people may contact us if they need advice, are worried about their mental health or are feeling isolated or alone. **eheadspace** can help with a broad range of issues like bullying, drug and alcohol issues, depression and anxiety, relationships, concerns about friends, fitting in and isolation.

Chat online: www.eheadspace.org.au

Phone: 1800 650 890



headspace Coffs Harbour 45-53 Little Street



To make an appointment or if you have some questions, call our Youth Access Team on:

02 6652 1878 or drop in today!

Check us out online at:

www.headspace.org.au/headspace-centres/coffsharbour

www.facebook.com/headspaceCoffsHarbour

If you are in crisis please call:

Lifeline 131 114

Kids Help Line 1800 551 800

Mental Health Access Line 1800 011 511

Emergency Services 000

Emergency Housing 1800 152 152

headspace Coffs Harbour is not a crisis support service

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health



headspace
Coffs Harbour



*We support young people (12-25)
going through a tough time*



headspace helps young people age 12 to 25 with:

- Mental Health and Well Being
- General Health
- Sexual Health
- Connections to: Education, Employment, Housing and Drug and Alcohol services

We can help you if you:

- Are feeling down, stressed or can't stop worrying
- Haven't felt like yourself for a long time
- Can't deal with school, or can't concentrate
- Are worried about your drug and alcohol use
- Are having trouble with food, eating and self esteem
- Want to talk about your sexuality, identity or relationships
- Want to talk about sexual health or contraception
- Are having difficulties with friendships or relationships
- Are being bullied, hurt or harassed

headspace is a safe place you can go to talk to someone about any of these issues.

We are here to help you!

What to expect from headspace

We aim to offer you help which is:

- FREE, FAST and CONFIDENTIAL
- Professional and youth friendly
- Respectful, non-judgemental and upholds your rights
- Tailored to your specific needs and situation by involving you in creating and adapting your personalised care plan.
- Designed to help you achieve YOUR GOALS!

headspace Coffs Harbour is located in the Coffs City Centre at 45-53 Little Street. We are just around the corner from the Park Avenue bus stops.

We are open Monday to Thursday 9am to 5pm and on Friday from 9am till 4:30pm

Drop in for a chat or phone us on 02 6652 1878



Confidentiality and care

We listen to you and then working together with you, we develop the best and easiest personalised care plan to deal with your circumstances. The best plan for you may only involve one visit to us or it may involve seeing a variety of people who work at headspace, such as a doctor, psychologist or a youth worker. And we may need to work with you for a period of time.

Our team will work together with you and we may also want to involve your family or carers if this will help and you agree.

Your care plan may also involve us linking you with other services that can help with specific issues such as housing or education/employment.

If we can't help you we will try our hardest to link you with a service that can help you.

We will always seek your permission before we share your personal information and circumstances with anyone else.



Position Description

Youth Access Clinician



Program:	headspace Coffs Harbour
Location:	45-53 Little Street, Coffs Harbour
Salary:	Health Professionals & Support Services Award 2010 (Professional) Level 3 (up to Pay Point 3 commensurate with qualifications and experience) plus salary sacrifice packaging
Fringe Benefits:	Salary Sacrifice. GenHealth Inc is a Registered Charity with a cap of \$30,000 grossed up benefits allowable
Superannuation:	Employer contribution of 9.5% to your nominated fund.
Leave:	Annual leave with 17.5% loading Sick Leave of 10 days per year FTE or pro rata for part time All official National and NSW Public Holidays that occur on regular days of work
Hours:	Full Time - 5 days per week
Position status:	30 June 2019 – position reliant upon continuing grant funding
Direct employer:	GenHealth Inc.

ORGANISATION AND PROGRAM SUMMARY

GenHealth Inc.

GenHealth is a multi-disciplinary service providing evidence based primary, specialist, allied health and health promotion services for those at risk in the community.

Trading as **headspace** Coffs Harbour, **headspace** Grafton and Coffs Harbour Women's Health Centre, GenHealth is a not-for-profit non-government organisation working in partnership to ensure our services complement and strengthen the public health sector. The organisation's provision of accessible, cost-efficient and effective health services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

headspace Coffs Harbour

headspace Coffs Harbour is a program of GenHealth.

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing (www.headspace.org.au). This is achieved through the Federal Government's funding of **headspace** services throughout Australia via the Primary Health Network. These Centres provide an entry point for young people to access a broad range of (well-integrated) services.

headspace Coffs Harbour has been operational since 2008 providing free and comprehensive youth health services (mental health, physical health, alcohol and other drug, vocational and educational), information and support to young people and their families in a

youth friendly environment. The **headspace** Coffs Harbour team includes General Practitioners, Clinical Psychologists, Psychologists, Psychiatrists, Mental Health Nurses, Specialist Counsellors (including Alcohol and Other Drugs), Dietician, Access Clinicians, Project Officers and Administration staff.

The program aims to:

- promote early identification and effective, evidence-based interventions;
- provide improved access to mental health services; and
- deliver multi-disciplinary care with specialist providers and primary health care working together within an accessible and integrated service framework.

POSITION SUMMARY

The purpose of the Youth Access Clinician is to effectively engage, screen, assess, refer, provide brief interventions and coordinate care for young people aged 12-25 years that contact or are referred to **headspace** Coffs Harbour.

The position holder will support young people at our main centre in Coffs Harbour as well as those who have been referred to our outreach program in Nambucca Heads.

As one of the first points of contact for young people accessing **headspace** Coffs Harbour, our Youth Access Clinicians are responsible for building a positive rapport with a wide range of young people, as well as their family and friends.

The Youth Access Clinician will need to be skilled in assessing a young person's needs, including complex risk assessments and the ability to action a plan to mitigate any identified risk. The Youth Access Clinician will participate in regular clinical supervision, and will be required to present and discuss Young People's status and progress with the clinical care team.

The Youth Access Clinician works as part of a multidisciplinary team, including General Practitioners, Psychiatrists, Allied Health Clinicians, Specialist Counsellors, Mental Health Nurses, Community Engagement Workers, Project Officers and support staff. They will also work closely with local community and partner youth and health services to provide holistic and integrated stepped care.

KEY RESPONSIBILITIES

Intake and Assessment

- Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner.
- Conduct bio-psycho-social assessments of young people presenting to the service using the **headspace** assessment tool, and other valid and reliable assessment tools utilised by **headspace** Coffs Harbour and document the results of assessment and screening.
- Conduct risk assessments including assessment of suicide risk and violence risk, developing action plans to mitigate any risks, and providing follow up support and referral for treatment. High risk clients must be promptly reported to the Senior Access Clinician, Clinical Lead or Manager for appropriate action.
- Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.

- Maintain up-to-date client records and comply with data collection standards.

Care Coordination

- Monitor patients for critical changes and initiate appropriate emergency procedures.
- Refer young people to internal and external services as appropriate and provide follow-up support.
- Facilitate and monitor the integration and coordination of care to Young People who access **headspace** Coffs Harbour, including active participation in clinical meetings.
- Provide brief interventions to a small caseload of clients with mild to moderate mental health presentations.

Community engagement

- Work alongside the Community Engagement Officer to represent **headspace** Coffs Harbour and promote the Centre's services at community awareness events.

General

- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
- Work flexibly, including working off-site to support an accessible and integrated service.
- Participate in relevant training, development, research and quality improvement activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent **headspace** Coffs Harbour and GenHealth to the public, community, government and other organisations.

Reports to:	Senior Access Clinician, headspace Coffs Harbour
Direct Reports:	None
Indirect Reports:	None
Accountable to:	GenHealth CEO and Governance Board
Internal Relationships:	headspace Coffs Harbour Centre Staff and Contractors GenHealth Staff and Contractors Youth Advisers/ Reference Group Members
External Relationships:	North Coast Primary Health Network Staff headspace National Office Staff Consortium partner organisations and staff GenHealth co-located partner organisations Local youth, health and community service providers and staff Young people and their family and friends that access the

SELECTION CRITERIA

Qualifications and Registrations

Essential

- Tertiary level qualifications in health, behavioural/social sciences, community services, or a related discipline that provides a sound understanding and knowledge of assessing and working with young people at risk.

Desirable

- Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).

Experience

Essential

- The ability and experience to undertake intake and screening activities, including comprehensive bio-psycho-social assessment to determine client needs, and to assist clients to access appropriate services.
- The ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks.
- The ability and experience to be able to deliver brief therapeutic interventions, counselling services and treatment planning.
- Experience working in a multidisciplinary team environment, coordinating client care.
- Experience in the youth and/or mental health sector.

Desirable

- Experience working with Aboriginal and/or Torres Strait Islander communities on health or social development projects.

Knowledge and Skills

Essential

- Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.
- Exceptional interpersonal skills with the ability to work with a diverse range of people, in particular the ability to engage with young people and advocate on their behalf.
- Highly developed verbal and written communication skills.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Computer skills including word processing, spreadsheets, electronic medical/case records and database applications.
- Ability to work both independently and collaboratively as a productive team member.

- A broad understanding of the challenges and experiences of young people in Australia, including specific local community factors.

Desirable

- Knowledge and ability to develop and deliver group based skills training activities to assist clients' psychosocial functioning (e.g. life skills, anger management, problem solving, conflict resolution, etc.).
- A broad understanding of the mental health and primary care health system in Australia.

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Positive, respectful and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.

WORKPLACE POLICIES AND PRACTICES

All GenHealth employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the **headspace** vision and objectives and demonstrate the values of **headspace**.
- Support the GenHealth vision and objectives and demonstrate the values of GenHealth.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence, and have access to their own registered and comprehensively insured vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 3 month probationary period, with continuing employment subject to satisfactory performance.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

Please note:

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.

Approved by:

John Langill (Centre Manager, **headspace** Coffs Harbour)

Date approved:

June 2018