



Recruitment Information Package

Assisting you in your
application to join our
team

www.ireach.org.au

08 8531 1303

Our Vision.

"Healthy and resilient people and communities"

Our Values.

iinclusivity & diversity

Rrespect & compassion

Eempowerment

innovAtion

Cconnection

Hhope

Position Information

Position Title	headspace Clinical Team Leader
Working Location	Murray Bridge, South Australia
Classification	iREACH RURAL HEALTH EBA 2025 – HPSO 3
Job Status	0.8 – 1.0 FTE
Pay	\$61.93 - \$65.90/hour
Applications Closing Date	Monday, November 17 th at 5:00 PM

About Us

iREACH Rural Health is a values-driven, not-for-profit organisation dedicated to delivering innovative health services across regional South Australia. We are committed to improving the wellbeing of young people, families, and communities through trauma-informed, person-centred care.

We're looking for a passionate and experienced **Clinical Team Leader** to guide and support our clinical workforce at **headspace Murray Bridge**.

To find out more about our organisation, please visit: www.ireach.org.au/About-Us

About headspace

headspace is the National Youth Mental Health Foundation, providing early intervention services to young people aged 12 to 25. Through a national network of centres across metropolitan, regional, and rural Australia, headspace offers support in four key areas: mental health, physical health (including sexual health), alcohol and other drug services and work and study support.

headspace is designed to make it as easy as possible for a young person and their family to access the help they need for issues affecting their wellbeing.

Research shows that 75% of mental health disorders emerge before the age of 25. By addressing these concerns early and providing holistic, youth-focused care, headspace helps reduce the likelihood of problems developing into more serious, long-term conditions.

Since its establishment in 2006, headspace has supported hundreds of thousands of young people and their families through direct clinical services, as well as through health promotion and community awareness initiatives.

The success of the headspace model has been recognised internationally, with similar approaches now being adopted in other countries.

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

The Role of a Lead Agency

The **headspace Murray Bridge** centre operates under the auspices of **iREACH Rural Health**, which serves as the **Lead Agency**. Our centre is also supported by a consortium of local partners who share the headspace vision and commitment to improving youth mental health.

Each headspace centre is led by a **Lead Agency** - a locally based organisation that coordinates the delivery of services on behalf of a regional partnership of providers. These include mental health, alcohol and other drug, physical and sexual health, and vocational support services.

The Lead Agency ensures that the headspace centre operates in alignment with the national model while responding effectively to the unique needs of the local community.

Why Join iREACH Rural Health?

At iREACH, we are driven by a clear vision for the future and guided by our core values, which shape the way we work, support our teams, and deliver services to the community. We are committed to creating a workplace where you feel valued, supported, and inspired to make a difference.

Employee Benefits Include:

- **Generous Salary Packaging:** Benefit from attractive salary packaging arrangements, and a meal and entertainment card (up to \$15,900 tax-free)
- **Competitive Remuneration:** Receive a salary that recognises your skills and experience
- **Employee Assistance Program:** Support services are available for staff and their families
- **Professional Development:** Opportunities for professional growth and clinical supervision
- **Paid Parental Leave:** Available for eligible employees
- **Flexible Work Options:** Flexibility to support work-life balance and family-friendly practices
- **Annual Leave:** 5 weeks for full-time employees (pro-rata for part-time)
- **Personal Leave:** 10 days for full-time employees (pro-rata for part-time)
- **Wellness Leave:** 2 additional days each year, on top of other leave entitlements

iREACH is proud to be an **equal opportunity employer**. We are committed to building a diverse workforce and strongly encourage applications from:

- Aboriginal and Torres Strait Islander peoples
- LGBTIQ+ communities
- People with disability
- Individuals from culturally and linguistically diverse backgrounds

How to Apply

To be considered for this position, applicants must address the Selection Criteria outlined in the Job Description. Applications that do not address the Selection Criteria will not be considered for an interview.

Please ensure your application includes:

1. Cover Letter – addressing all Selection Criteria.
2. Current Resume – including your qualifications and experience.
3. Contact Details for Two Referees – professional references preferred.

Submit your complete application via the relevant job advertisement on SEEK.

For further information about the role or application process, please contact:

Rachel Faulkner, headspace Murray Bridge Centre Manager on (08) 835 2122 or via email:
rachelf@ireach.org.au

POSITION DESCRIPTION

headspace Clinical Team Leader

CLASSIFICATION: iREACH RURAL HEALTH EBA 2025 – HPSO 3

(dependent on qualifications and experience - salary sacrifice arrangements are available)

AUTHORISED BY: Chief Executive Officer

UPDATED: October 2025

PART A – POSITION DETAILS

Position Purpose:	The Clinical Team Leader (Clinical Lead) is a key leadership role responsible for overseeing the coordination and delivery of clinical services, with the support of the headspace Centre Manager and in line with the clinical governance framework. This role leads day-to-day clinical operations, supports continuous service improvement, and promotes youth-friendly, family-inclusive, and evidence-based interventions. The Clinical Lead provides supervision and guidance to clinical staff, actively manages referrals and caseloads, and maintains a 0.4 FTE caseload, delivering a minimum of 8 client appointments per week (or FTE equivalent)
Reports To:	headspace Murray Bridge Centre Manager

PART B – KEY POSITION RESPONSIBILITIES

Key Result Areas	Accountabilities
Leadership	• Provide clear direction for the headspace clinical team, ensuring alignment of activity to contractual responsibilities and iREACH's strategic priorities. • Actively manage the performance and development of all staff, ensuring all staff participate in monthly line supervision and annual performance reviews, supported by active development plans. Directly completing reviews and development plans for all direct reports. • Demonstrate knowledge of current evidence-based practice in youth mental health and facilitate clinical reviews, communities of practice and clinical supervision. Role model good practice and provide support to team members in their clinical practice. • Relational leadership of the headspace team and supporting the team through change management and service improvement. • Clinical leadership of the headspace service and establishment and maintenance of stakeholder relationships to ensure effective systems navigation, resource allocation and appropriate treatment for young people.
Operations	• Provide clinical leadership and support of the headspace team by: ○ Support clinician performance to ensure adherence to evidence-based practices and organisational protocols.

	○ Manage client scheduling, resource allocation, and day-to-day service flow. ○ Ensure compliance with safety standards, regulatory requirements, and health protocols. ○ Support staff development through education, mentoring, and skill-building opportunities. ○ Maintain high standards of client care through audits, feedback, and performance reviews. ○ Address workplace issues, fostering clear communication, and promoting a positive team culture. • Conduct triage for new referrals, managing program allocation and clinician assignment. • Support the team in managing client distress or changes in presentation and facilitate the clinical escalation process and stepped care with tertiary services. • Facilitate regular clinical peer review meetings and communities of practice.
Safety & Compliance	• Ensure all members of the clinical team have completed appropriate training and are appropriately accredited. • Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in place and successfully implemented. • Acquire and keep up-to-date knowledge of work health and safety matters. • Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised. • Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way. • Support external audit program to ensure ongoing compliance, ensuring timely completion of any corrective action identified
Industry/ Community Engagement	• Support active participation in local, state and national meetings and conferences and other relevant forums as directed by the headspace Centre Manager.

PART C – POSITION REQUIREMENTS

Requirement	Accountabilities
Qualifications and Skills	Essential • Must have one of the following: ○ Mental Health accredited Social Worker (must be registered with the AASW).

	○ Psychologist (must be registered under the provisions of the Psychological Practices Act, 1973 and registered with AHPRA). ○ Registered Nurse (must have post-graduate tertiary mental health qualification and be registered with AHPRA). ○ Occupational Therapist (must have mental health credentialing and be registered with APHRA). • Additional training in counselling, assessment and diagnosis, along with some form of psychotherapeutic framework (e.g., Cognitive Behaviour Therapy, DBT, Acceptance and Commitment Therapy) within the scope of professional discipline. • Knowledge of best practice for mental health service delivery.
Knowledge and Experience	Essential • A sound understanding of evidence-based therapies for the treatment and management of mental health disorders. • A comprehensive understanding of good practice in youth mental health and inclusive practice: supporting young people who identify as first nations, sexuality diverse, gender diverse, young people with disabilities and from different cultural backgrounds. • Knowledge of, or demonstrated ability to gain an understanding of, local services relevant to mental health consumers. • Knowledge of policies & procedures around evidence-based practices. • An understanding of and commitment to ethics and confidentiality issues, particularly concerning the health and medical professions. • Knowledge of mandatory notification legislation. • Knowledge of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the Work Health & Safety Act. • Extensive post-graduate practice experience in working with people who have a mental health disorder in a primary care setting. • Experience in leading, managing and working within a multidisciplinary team. Desirable • Experience in working with community members from diverse social, cultural and linguistic backgrounds. • Experience in population/health data collection and analysis.
Personal Attributes	Essential • Approachable, fosters an open environment for team to communicate. • Collaborative leadership style. • High level of resilience to work through challenges.

	- The capability to effectively use professional judgement to make sound, well informed decisions, prioritise competing demands and to be responsive to arising ethical and moral dilemmas. - High level of self-awareness, able to adjust approach to meet the needs of a broad range of stakeholders. - Results-oriented, demonstrates a high level of personal motivation to achieve targeted outcomes. Desirable - None Specified.
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PART D – KEY PERFORMANCE INDICATORS

Indicator	Measure	Description
Staff Engagement	- Supervision records show a minimum of 10 out of 12 months completed per staff member (pro-rata FTE) - Survey results analysed annually; scores in relevant categories (e.g. leadership, communication) ≥80% - Attendance records, agendas, or evaluations for 2+ initiatives per calendar year.	- Ensure 90% of direct reports participate in monthly supervision and support check-ins, with documentation of discussion themes and follow-up actions. - Achieve ≥80% positive responses in the annual team engagement or climate survey in areas relating to leadership support, communication, and team culture. - Facilitate or contribute to at least two staff development or team-building initiatives per year to foster a positive and collaborative work environment.
Staff Development	100% of clinical staff complete mandatory training and maintain required accreditations. - All clinical staff have an actively managed development plan.	- In conjunction with the Centre Manager; training and accreditation records audited quarterly with 100% compliance recorded for all staff. - Documented individual development plans reviewed and updated at least annually (or during supervision). - Identify professional development opportunities and skill development to enhance the quality of care provided.
Community Experience	No upheld customer complaints.	- Ensure appropriate training and support of all staff to ensure service delivery meets defined standards. - Actively review the delivery of clinical activity to ensure compliance, providing direction and coaching to clinical team as required.
Compliance	No identified breaches of policy or legislation.	Actively review the delivery of clinical activity to ensure compliance, including but not

		limited to hMIF standards, providing direction and coaching to clinical team as required.
Conduct	No identified examples of failing to demonstrate iREACH core values	Consistently demonstrate the iREACH values ensuring an equal focus on the approach to delivery as well as the outcome.
Specific performance levels should be agreed with the manager for each performance period.		

PART E – ORGANISATIONAL RESPONSIBILITIES

Key Result Areas	Accountabilities
Work Health & Safety	- Ensure, as far as reasonably practicable, that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health - Abide by the organisation's WHS policies and direction as set out in the iREACH Operations Manual - Avoid adversely affecting the health or safety of any other person through any act or omission at work, and in particular, so far as is reasonable, shall: - Use any equipment provided for health or safety purposes. - Follow any reasonable instruction that the employer may give concerning health or safety at work. - Comply with the WHS policy in the workplace. - Ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work. - Responsible for protecting their own health and safety at work, as well as co-workers & clients.
Customer Service	Maintain agreed customer service standards to both the external and internal customer base.
Child Protection	- Hold a current National Police Certificate in compliance with the South Australian Children and Young People (Safety) Act 2017. - Undertake the following Department of Human Services (DHS) screening check: Working with children check (WWCC). - Maintain a current Child Safe Environments training certificate or complete required training within 3 months of employment.
Compliance	- Support the aims and objectives of iREACH through understanding and upholding the iREACH Strategic Plan. - Understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct. - Display a commitment to the iREACH core values and role model the values in practice. - Support the aims and objectives of headspace National through understanding and upholding the requirements of the headspace Model of Integrity Framework (hMIF).

Legislative Requirements	- Professional Codes of Conduct and Ethics – complying and practicing within relevant Federal and State Legislation and the professions code of practices/ethics. - Equal Opportunities Legislation – promoting and ensuring implementation of policies, procedures, and the prevention of harassment, bullying and intimidation.
Delegated Authority	Comply and refer to the Corporate Governance Policy: ‘Delegation of Authority’ and associated Schedule for the authority levels assigned to this role.
Personal Development	Participate in an annual Performance Management and Development Review program.
Mobility	- Must hold a current SA driver’s licence. - Able to use own vehicle for work purposes, for which reimbursement of costs at the current Modern Award Rates will be made. - Support Intrastate and interstate travel when required, which may involve overnight absences.