

## Position Description

<b>Title:</b>	Clinical Lead, headspace <b>Maitland</b>
<b>Award:</b>	Health Professionals and Support Services Award (Professional) Level 3 Pay Point 1-5 (dependent on experience), laptop and mobile phone
<b>Reports to:</b>	Clinical and Service Integration Manager, <b>headspace</b> Maitland
<b>Responsible to:</b>	Client Services Manager, Samaritans Foundation

**headspace** Maitland is funded by the National Youth Mental Health Foundation and the Australian Government Department of Health and Ageing under the Youth Mental Health Initiative Program. **headspace** Maitland is one of 30 sites in Australia which aims to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance use disorders through early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework.

**headspace** Maitland delivers a holistic, multidisciplinary, person centred, coordinated and integrated approach to service provision for young people 12 -25 years. The physical space of headspace Maitland supports this holistic practice as it is 'youth friendly' and 'youth accessible' community site within the Maitland area focussed on improving access to a broad range of services that promote mental wellness, social recovery, social inclusion, life skills development, vocational rehabilitation and ultimately quality of life.

**Headspace** Maitland is coordinated and governed by the Samaritans Foundation in the role of lead agency. Samaritans Foundation works in partnership with the headspace Maitland Executive Advisory Group Partner agencies who include: Child and Adolescent Mental Health Service and Drug and Alcohol Services of the Hunter New England Local Health District, GP Access, Hunter TAFE, WEA Hunter, Education and Communities and the Association of Relatives and Friends of the Mentally Ill (ARAFMI).

### Position Summary

The Clinical Care Coordinator for headspace Maitland has the responsibility for co-ordinating the clinical service delivery for young people aged 12 – 25 years accessing headspace Maitland. This involves working with a team of co-located, salaried and privately contracted clinicians within a clinical governance framework. In consultation with the headspace Maitland Clinical and Service Integration Manager (CSIM) the Clinical Lead will coordinate the Intake systems of headspace Maitland, facilitate the integration of clinical services, provide direct clinical services to young people 12-25years, their families and carers and

provide clinical supervision to headspace salaried staff (where appropriate). Monitoring clinical service quality and clinical outcomes is also a key part of this role.

## Role Responsibilities

### Service Improvements

- Assist the CSIM to monitor the effectiveness of the Intake systems and referral pathways for young people who access headspace Maitland and identify gaps in these systems for improvement
- Develop effective liaison and consultation systems with other Samaritans programs and youth, mental health, primary care and community sector programs to improve clinical outcomes and referral pathways for young people

### Client Services

- Promote and adhere to a young person centred approach working collaboratively with a multidisciplinary team for the engagement, assessment, treatment and social and vocational rehabilitation of young people accessing headspace Maitland.
- Promote and adhere to youth friendly practice principles that effectively manage risk
- Take a lead role in supporting the headspace salaried staff and headspace General Practitioner, Private Providers and collocated services to respond to clients presenting to headspace Maitland in a crisis or “at risk” of harm
- Coordinate the Intake roster and participate on the roster to monitor daily new referrals
- Ensure the daily intake role is staffed and provide consultancy and backup where required
- Conduct young person focused bio-psychosocial assessments in accordance with the designated headspace assessment tool for headspace clients to ascertain social, emotional and mental health needs.
- Provide information to young people regarding the nature of mental health issues and substance abuse and how to access services
- Coordinate and manage those referrals deemed not suitable for headspace Maitland by referring, liaising and consulting with relevant community services.
- Provide early intervention focussed counselling to young people using evidence based practice as negotiated with the CSIM
- In consultation with the CSIM and the headspace Maitland team participate in the designing, implementation and evaluation of new therapeutic group programs to young people and families
- Maintain regular contact with the young person, assist them to develop and maintain support networks, make links to referred services, presenting the case to reviews and planning for exit from the service.

### Supervision & Leadership

- Coordinate the intake, assessment, referral and discharge processes and procedures at headspace Maitland in consultation with the CSIM
- Ensure daily intake meetings are scheduled and documented with the headspace salaried staff and involve collocated partner services where required
- Facilitate, coordinate and document outcomes of the daily and weekly headspace Maitland Intake meetings to ensure appropriate intervention strategies are implemented.
- Liaise and collaborate with the Youth Mental Health Project of Child and Adolescent Mental Health Service to negotiate their attendance and supervision of weekly Intake

meetings in order to improve referral pathways for young people to specialist mental health services and other community services

- Coordinate case review meetings with headspace staff, colocated partner services staff and headspace General Practitioner and Private Allied Health Providers
- Monitor team workloads and client caseloads in MHAGIC and inform CSIM of workload demands
- Monitor referral numbers and available appointments for the headspace GP, PAHP and colocated service partners and provide weekly updates for the CSIM on service demand and availability
- Provide clinical supervision to salaried headspace Maitland clinical staff where appropriate and negotiate with the CSIM for alternative supervision structures based on professional qualifications and experience of headspace Maitland clinical staff
- Train new clinical staff and PAHP in the use of MHAGIC to ensure clinical care is documented and shared appropriately in accordance with privacy legislation guidelines and procedures of headspace Maitland and the Samaritans Foundation
- Participate and assist with the recruitment of new clinical staff
- Ensure confidentiality and mandatory reporting requirements are in line with policies and procedures of the organisation and relevant legislation.
- Work and consult with the Clinical Advisory Group of headspace Maitland in the planning and implementation of relevant and evidence based clinical services for headspace Maitland within a clinical governance framework
- Ensure headspace Maitland Clinical Advisory Group Meetings are scheduled bi-monthly and minutes of meetings are documented and disseminated
- Develop and maintain links with headspace National Clinical staff and ensure clinical evidence based practice information is disseminated and implemented to the headspace Maitland team

### **Administration and Documentation**

- Schedule and allocate intake and other appointments for new referrals
- Maintain and manage files and review in accordance with headspace Maitland and Samaritans policies and procedures
- Use the headspace electronic medical record in the MHAGIC database to document client care and progress.
- Collect data related to the headspace Minimum Data Set as required under the contract with the National Youth Mental Health Foundation
- Collect other data as directed by the CSIM and as necessary for clinical practice, service development and client management

### **Teamwork & Communication**

- Provide leadership and support the CSIM to establish best practice clinical services for headspace Maitland
- Foster a culture of continuous learning and clinical practice improvement
- Collaborate and communicate with the headspace Maitland General Practitioner, Private Allied Health Providers and colocated partner services to promote networking opportunities and the development of integrated referral pathways and services for young people who access headspace Maitland
- Attend and participate in team meetings and staff development opportunities
- Attend training courses as may be required to develop skills and knowledge appropriate to headspace Maitland and Samaritans Foundation

- Contribute to the development of headspace Maitland strategies, plans, procedures and timelines in conjunction with the CSIM and assist with their implementation
- Prepare recommendations and reports as necessary to meet program requirements

### Continuous Improvement

- In consultation with the CSIM and Manager, Clinical Services Unit develop tools and initiate the monitoring of clinical practice and outcomes
- Ensure compliance with the Samaritans Incident Management procedures by adhering to the organisations' policies
- Consult and collaborate with the CSIM and the Clinical Services Unit, Samaritans Foundation to ensure headspace Maitland clinical services meet the requirements of the Samaritans Clinical Governance Framework and national mental health service standards
- Contribute to program and research development to ensure service integrity and quality
- Assist with local and national evaluation of headspace Maitland as required

### Professional Development

- Schedule a Clinical Professional Development calendar of events for the headspace Maitland team in consultation with the CSIM
- Identify professional development needs and attend course/workshops to improve youth mental health clinical practice skills
- Attend monthly line management supervision sessions with the CSIM and appropriate clinical supervision sessions as negotiated with the CSIM

### Work Health & Safety

- Develop and follow safe working procedures, think and work safely
- Be responsible for the safety of yourself, your clients, visitors and teammates
- Maintain and improve the standard of Work Health and Safety across the Client Services portfolio
- Ensure all employees reporting to you have been trained in the appropriate safe working procedures and that you respond immediately to any reports of unsafe practices or procedures or hazards
- Keep up to date and fulfill all obligations of legislative requirements for supervisory roles
- Ensure all incidents, non compliances and hazards are reported and acted upon according to the procedures. Implement identified improvements effectively
- Develop, in conjunction with management, suitable housekeeping and safety audit procedures to proactively manage the workplace so as to achieve a safe and productive work environment
- Actively support and participate in injury management processes for self or other employees within the workplace

### Qualifications / Licenses / Certifications

- Tertiary degree in Psychology, Social Work, Nursing, Occupational Therapy or similar as well as substantial work experience in child and adolescent mental health settings

- Driver's License

## Essential Criteria

1. Tertiary degree in Psychology, Social Work, Nursing, Occupational Therapy or similar as well as substantial work experience in child and adolescent mental health settings
2. Eligibility for membership of relevant professional association or membership of registration body or working towards same
3. Demonstrated evidence based clinical skills in assessment and working with young people and their families/carers in a mental health and/ or drug and alcohol setting
4. An understanding of the needs of young people with a mental illness, including engagement with the mental health service system.
5. Ability to advocate for improved accessibility for young people across a number of service systems
6. Ability to provide effective leadership and multi-disciplinary teamwork skills in relation to the management of risk within a youth mental health setting
7. Ability to develop, manage and monitor performance outcomes for programs and activities
8. Ability to provide formal and informal clinical supervision to staff that incorporates self - reflection and development.
9. Highly developed interpersonal, public relations and communication skills, including sound oral and writing skills.
10. An understanding of and commitment to Child Protection legislation and OH&S principles
11. Current Unrestricted Drivers Licence and current Senior First Aid Certificate (or willingness to obtain)

## Desirable Criteria

1. Knowledge and experience in working in a private practice would be an advantage.

## Employment Conditions

### Standard Conditions

- Ongoing employment is subject to a satisfactory 6-month probationary period
- All staff are expected to behave in accordance with the Code of Conduct and the Mission, Vision, Values, Agency Ethos and Standards of the Samaritans Foundation
- A Criminal History Check is required
- A Working With Children Check is required
- Samaritans is a smoke-free work environment
- Salary Packaging available
- Laptop and mobile phone is in addition to the award wages
- On call required
- Specific work requirements may include weekend work, work-based travel and/or attendance at a variety of different work locations