

Position Description

headspace Connect Clinician (HS4)

Location:	National Office - Melbourne
Department:	Clinical Programs
Level:	HS4 – Equivalent to 2+ years, full time FTE, clinical mental health experience since full registration.
Employment Type:	Part time and full time positions (minimum 6 shifts per fortnight, involving day and early evening shifts), Maximum Term
Approved By:	<u>Steve Leicester</u>
Date Approved:	<u>February 2020</u>
Agreed By:	<u></u>
Date Agreed:	<u></u>

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people



- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

4. HEADSPACE VISION FOR RECONCILIATION

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

5. POSITION SUMMARY

headspace Connect is a pilot service operating as part of eheadspace. Clinicians in this service will provide therapeutic mental health support to young people referred from headspace centres, participating in the pilot. The service will provide an alternative support option for young people requesting support via the centre network. The therapeutic intervention will be delivered via teleweb utilising a collaborative care plan approach alongside use of digital interactive resources. Clinicians will work within the **headspace Connect** clinical service model to provide collaborative, person centred therapeutic support to young people experiencing mental distress. As well as to maintain clinical records and contribute to the review and development of **the service**

6. POSITION CONTEXT

Headspace Connect combines online and telephone support to young people and translates mental health professional services into a telephone and online environment.

The role requires a health professional with qualifications and experience in the assessment and treatment of mental health and other related issues for young people. Qualification and appropriate registrations in one of the following areas is mandatory: Social Work, Occupational Therapy, Mental Health Nursing or Clinical/Counselling Psychology.

Headspace Connect Clinicians form part of a multi-disciplinary team and report to a Clinical Coordinator. Clinicians receive clinical guidance and instruction from Senior Clinicians. Alongside these senior staff, the **headspace Connect** Clinician participates in the maintenance of a responsive and respectful workplace culture. The **headspace Connect** clinician will be expected to integrate the **headspace** values into all aspects of their work both with colleagues and service users

7. KEY RESPONSIBILITIES/OUTCOMES

Operating at HS4, you will:

- Undertake assessments with young people and plan a collaborative, inclusive, evidence informed and person centred intervention via telephone, e-mail and online.
- Liaise and refer to face-to-face and alternative service providers including statutory services and the centre network, where appropriate and necessary.
- Advocate for the identified needs of young people with internal and external stakeholders.
- Utilise databases to maintain appropriate clinical records, record data and information and identify service development needs.
- Participate in the ongoing planning, development and implementation of the service.
- Engage in shift times outside of business hours to ensure the service is available and accessible to young people (Service operates 10am – 8pm.)



- Attend and actively participate in debriefing, clinical review, supervision, clinical team meetings and reflective practice sessions, where required.
- Identify and engage in ongoing professional development and training.
- Provide collaborative support to peers, newly qualified staff, interns and placement students, where requested and appropriate.
- May be required to provide support as needed to the eheadspace online service.
- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture
- Other duties consistent with the position where required and/or requested by Senior Clinicians, Clinical Coordinator or **eheadspace** Management

8. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

8.1 Essential

- Approved tertiary qualification in an allied health discipline, including Social Work, Psychology (clinical, counselling, 4+2 or 5+1 pathway), Mental Health Nursing, and Occupational Therapy plus 2 years (full FTE equivalent) post qualification experience in a relevant professional role.
- Eligibility for membership of an appropriate professional body. Social workers are required to be eligible for full membership with the AASW. Psychologists, Mental Health Nurses, and Occupational Therapists are required to have full registration with AHPRA.
- A thorough understanding and commitment to working alongside Aboriginal and Torres Strait Islander young people, to understand and further develop approaches to practice which are collaborative, inclusive and culturally appropriate.
- Advanced skills in assessment, planned therapeutic intervention and safety planning in order that the support for young people experiencing mental distress is commensurate with evidence informed, best practice principles.
- **Advanced knowledge of youth mental health practice and principles including a thorough and holistic understanding of the complex factors contributing to mental distress in young people.**
- Advanced communication and interpersonal skills both written and verbal with the ability to effectively problem solve, negotiate and advocate for positive and sustainable outcomes for young people accessing the service.
- A thorough understanding and commitment to engaging in reflective practice and professional development processes and activities including seeking consultation and support from senior clinical staff when appropriate.
- **Advanced knowledge and understanding of relevant legislation and policies to support vulnerable young people at risk of serious harm.**
- **A thorough commitment to participating in activities supporting ongoing research and evaluation of the service and organisation.**
- Proficient computer and typing skills as well as the ability to learn new and evolving software systems and online platforms.

8.2 Desirable

- Experience with the delivery of therapeutic support via a teleweb modality.



9. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

