

Position Description

eheadspace Clinical Coordinator

Department:	eheadspace
Salary range:	HS6 (7+ years of experience)
Employment Type:	Part time, 0.5 FTE (potential for negotiation). Additional shifts can be worked as a HS5 Senior Clinician, Maximum Term
Approved By:	Steve Leicester _____
Date Approved:	September 2016 _____
Agreed By:	_____ _____
Date Agreed:	_____ _____

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

The headspace Clinical Coordinator is responsible for operational and line management within the headspace service. The incumbent contributes to the development and maintenance of the clinical direction of headspace while maintaining responsibility for the coordination, management and oversight of shift activities. As required, the Clinical Coordinator will participate in the delivery of direct clinical services.

As a part of the headspace leadership team, the Clinical Coordinator works closely with the headspace Clinical Services Manager to ensure headspace activities are in accordance with the contract and the direction provided by the Head of headspace. Working as part of the broader Coordinator group, the incumbent provides direction to and is supported by the Senior Clinicians, to ensure the delivery of an optimum clinical service to young people and their families. The Clinical Coordinator is responsible for the implementation of clinical practices, resources and operational procedures, along with leading change initiatives. The incumbent will work to foster a responsive and respectful workplace culture that integrates the headspace values

6. POSITION CONTEXT

headspace combines online and telephone support to young people and their families and translates mental health professional services into a telephone and online environment.

The **headspace** Clinical Coordinator will be adept in overseeing the functioning of a multi-disciplinary team and an experienced and innovative mental health professional. The incumbent will demonstrate advanced clinical competency and be highly motivated to engage, liaise and negotiate with a broad range of health professionals and organisations.

The **headspace** Clinical Coordinator reports to the **headspace** Clinical Services Manager and will be responsible for the line management and performance development of clinicians at HS3 and HS4 clinicians, whilst providing clinical supervision of HS5 senior clinicians

7. KEY RESPONSIBILITIES/OUTCOMES

- Oversee the management of clinical staff and operations on shift.
- Participate in direct clinical service delivery, as required, with the potential to carry a number of allocated clients.
- Drive a safe and high quality clinical service that incorporates evidenced based treatments and best practice standards
- Ensure the **headspace** service operates in accordance with **headspace** values
- Provide line management and support of the **headspace** clinicians, including performance management, clinical consultation and professional development



- Provide clinical supervision to Senior Clinicians.
- Lead clinical review meetings.
- Oversee and participate in specialist portfolios
- Contribute to the development and implementation of policies and procedures to guide **eheadspace** practice
- Lead the development, implementation and monitoring of the clinical practices in accordance with the **eheadspace** clinical manual and **headspace** clinical governance framework.
- Lead and inform the development, implementation and evaluation of **eheadspace** services
- Communicate high level information to **eheadspace** staff where appropriate
- Participate in the recruitment and retention of clinical staff as required.
- Identify clinical themes as well as identify gaps in resources for young people and their families and assist in addressing these.
- Contribute to the promotion and communication of **eheadspace** services across the sector including presenting the service model, responding to complaints and feedback and attending relevant meetings as required
- Support rostering activities in extenuating circumstances, as required, to ensure appropriate levels of staffing to run an effective quality service in line with rostering guidelines. The Clinical Coordinator may be requested to extend their shift to ensure coverage in extenuating situations.
- Build working relationships with other organisational teams and support integration across **headspace** Clinical Programs in accordance with the **eheadspace** Strategic Plan
- Other duties consistent with the position where required
- 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.
- Any other duties consistent with the position where required by and/or requested by the **eheadspace** Clinical Services Manager and/or Head of **eheadspace**
- Demonstrate the leadership capabilities at the level relevant to this role under the headspace Leadership Capability Framework.
- Build the headspace culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
 - Create and maintain a responsive and respectful workplace culture that integrates the values of the organisation under The headspace Way.
 - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback in accordance with hSTAR.
 - Provide effective leadership to drive the performance and outputs of the team.
 - Monitor, evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.

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, and 4+2 or 5+1 pathway), mental health nursing, and occupational therapy
- Eligibility for membership of an appropriate professional body. Social workers are required



to be eligible for full membership with AASW. Psychologists, mental health nurses, and occupational therapists are required to have full registration with AHPRA.

- Advanced level of clinical skills within (youth) mental health
- Highly experienced in clinical supervision and leadership
- Experience in performance management, supporting clinical staff and their professional development
- Experience in contributing to service development and fostering a positive, collaborative team culture
- A broad understanding of the mental health service system in Australia, including the range of professionals that work within, or come into contact with, the mental health sector.
- Highly developed communication skills, both verbal and written, with an ability to interact with a diverse range of people, for example, young people, health professionals, academic researchers, service providers, etc
- Ability to work in a highly productive environment with time pressures while managing multiple tasks
- **Ability and preparedness to integrate clinical practice with research and evaluation**
- Ability to work both independently and collaboratively and with a team focus

8.2 Desirable

- Demonstrated knowledge or experience with young people who present with first episode and/or at ultra-high risk of psychosis
- Specific training in relevant specialist evidenced based interventions relating to youth mental health

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

