



Position Description

Youth Access Clinician

PD0023



Program:	headspace Grafton
Location:	59 Duke Street, Grafton
Award:	Health Professionals & Support Services Award
Classification:	Health Professional Level 3
Reports to:	Clinical Lead
Direct employer:	Health Voyage Ltd

OUR VISION: *Healthier people. Stronger communities.*

OUR MISSION: *To provide equal access to safe, quality health care services and improve the physical, mental, and social wellbeing of vulnerable individuals in our community.*

OUR VALUES: *Ethical Integrity Respect Diversity Compassion*

ORGANISATIONAL AND PROGRAM SUMMARY

Health Voyage Ltd

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

Health Voyage 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 Grafton

headspace Grafton is a program of Health Voyage. headspace Grafton is a program of Health Voyage. 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.

The service aims to:

- provide improved access to mental health services;
- promote early identification and effective, evidence-based interventions;
- deliver client-centred care where specialist and primary health care providers work 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 Grafton.

V7 Dec 2023

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

(headspace Coffs Harbour, headspace Grafton and Coffs Harbour Women's Health Centre are programs of Health Voyage Inc. ABN 73 738 289 843)

As one of the first contact points for young people accessing headspace Grafton, the Youth Access Clinician will need to build 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 (if applicable), Psychiatrists, Allied Health Clinicians, 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. . They will offer care that encapsulates and promotes service integration and holistic and seamless care for young people and their families and friends accessing the service.

KEY RESPONSIBILITIES

Intake and Assessment

- Relate to young people in a manner which is relevant and appropriate to their age, developmental and cognitive level of functioning and provide services in a youth friendly, positive, and culturally-appropriate 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 Grafton 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. Young people who are of safety, health or wellbeing concern must be promptly reported to the Clinical Lead or Centre Manager for appropriate action.
- Be able to provide minimum provision of alcohol and other drug screening, assessment and intervention
- 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 and Clinical Caseload

- Monitor patients for critical changes and initiate appropriate emergency procedures.
- Refer young people, and family and friends, 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 Grafton, including active participation in case review meetings.
- Provide brief interventions to an active caseload of clients with mild to moderate mental health presentations.
- Consider and provide meaningful opportunities for family inclusive practice by engaging, orientating and supporting family and friends of young people seeking and/or receiving care from the headspace service
- Provide psychological therapeutic sessions as group work, involving coordination, facilitation and evaluation
- Maintain active knowledge of evidence- informed assessment tools, therapeutic modalities and interventions, and take an active approach to professional development

Community Engagement

- Work alongside the Community Engagement Officer to represent headspace Grafton and promote the Centre's services at community awareness events.
- Participate in headspace Grafton's school outreach program where required, providing psychological assessments, intakes and supporting a small caseload on site

- Be aware of, and promote appropriate headspace National network initiatives, activities and programs to young people and family and friends

Youth, Family and Friends Participation

- Ensure young people are active participants in their own care and family and friends are appropriately engaged and supported in care planning through family inclusive practices.
- Promote and provide information to young people and family and friends to encourage them to be involved in Health Voyage governance and headspace Grafton advisory functions.
- Ensure young people and family and friends are encouraged and supported to provide feedback (complaints, compliments, suggestions, concerns etc) to the headspace service, including directing them to the multiple ways in which such feedback may be delivered and willingness to receive and document the feedback

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.
- Actively participate in clinical supervision with clinical supervisor
- Working to the direction of the Line Manager and in accordance with the organisations policies and procedures

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 Grafton and Health Voyage to the public, community, government and other organisations.

Reports to:	Clinical Lead
Direct Reports:	None
Indirect Reports:	None
Accountable to:	Health Voyage CEO and Governance Board
Internal Relationships:	headspace Grafton Centre Staff and Contractors Health Voyage Staff and Contractors Youth Advisers/ Reference Group Members
External Relationships:	Healthy North Coast Staff headspace National Office Staff Consortium partner organisations and staff Co-located partner organisations Local youth, health and community service providers and staff Government departments, local members, ministers and staff Young people and their family and friends that access the Centre Other headspace Centres' Staff Other external partners, vendors, providers and key stakeholders

SELECTION CRITERIA

Essential

1. 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
2. The ability and experience to undertake intake and screening activities, including comprehensive bio-psycho-social assessment to determine young people's needs, and to assist young people to

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access appropriate services in a young person-centered approach taking into account personal goals and preferences

3. The ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks
4. The ability and experience to be able to deliver brief therapeutic interventions, counselling services and treatment planning, ensuring that young people are involved in their own care
5. Experience working in a multidisciplinary team environment, coordinating client care
6. Experience working with diverse groups, including but not limited to refugee communities, CALD communities, LGBTIQA+, and Aboriginal and Torres Strait Islander communities
7. Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice
8. Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines
9. Exceptional interpersonal skills with the ability to work with a diverse range of people, in particular the ability to engage with young people and their family/friends and advocate on their behalf
10. A broad understanding of the challenges and experiences of young people in Australia, including specific local community factors

Desirable

1. Current full registration (or eligibility for registration) with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW) if applicable
2. A broad understanding of the mental health and primary care health system in Australia, including accessing psychology and allied health services by referral from a General Practitioner under of the Medicare Better Access Initiative, and other referral pathways such as Connect to Wellbeing program, GP Management Plans, Team Care Arrangements.

Foundational skills required

- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders
- Ability to work within your scope of practice when delivering services

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Positive attitude towards young people and their mental health
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

WORKPLACE POLICIES AND PRACTICES

All Health Voyage 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 Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- 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 6 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).

OTHER INFORMATION

Fringe Benefits: Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Inc is a Registered Charity

Superannuation: Employer contribution of 11% to your nominated super fund.

Leave: Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)
Sick Leave as per the National Employment Standards (not applicable for casual employment)

Public Holidays: All official National and NSW Public Holidays that occur on regular days of work

Position status: This position is reliant upon continuing grant funding

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.

Health Voyage regards the health, safety and wellbeing of our people, our contractors and our communities to be our highest priority, which is why we require all employees to have received at least two doses of an approved COVID-19 vaccine or have an approved medical contraindication form.

Approved by: Tazmyn Jewell, Chief Executive Officer, Health Voyage

Date approved: Dec 2023
