



PD0037



Position Description

Youth Access and Intake Clinician

Program:	headspace Coffs Harbour
Location:	45-53 Little St, Coffs Harbour
Award:	Health Professionals & Support Services Award 2020
Classification:	Health Professional Level 3
Reports to:	Centre Manager
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*

Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.

ORGANISATION AND PROGRAM SUMMARY

Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour
- headspace Grafton, and
- the Mental Health Nursing Services Program for the North Coast.

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing 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 Coffs Harbour

headspace Coffs Harbour 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 Healthy North Coast. These Centres provide an entry point for young people to access a broad range of (well-integrated) services.

headspace Coffs Harbour has been operational since 2008 providing free and comprehensive youth health services (mental health, physical health, alcohol and other drug, vocational and educational), information and support to young people and their families in a youth friendly environment.

The service aims to:

- promote early identification and help seeking behaviours;
- provide client centric, effective, evidence-based mental health interventions;
- provide education to the community to reduce the stigma around mental health; and
- facilitate trauma informed access to specialist providers and primary health care workers, collaborating within an accessible and integrated service framework.

POSITION SUMMARY

The purpose of the Youth Access and Intake Clinician position 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 the headspace centre. As one of the first contact points for young people accessing the headspace centre, the Youth Access and Intake 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 and Intake 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 and Intake Clinician will participate in regular clinical supervision and will be required to present and discuss cases with the clinical care team.

The Youth Access and Intake Clinician works as part of a multidisciplinary team, including general practitioners, allied health clinicians, community engagement workers, peer support workers and support staff. The position reports directly to the Centre Manager but will receive clinical guidance, support, and advice from the Clinical Lead. They will also work closely with local community and partner youth and health services to provide holistic and integrated care.

KEY RESPONSIBILITIES

Intake and Assessment

- Intake and assessment of young people presenting to headspace, including answering phone calls and enquiries and, young people who walk in, screening and assessing needs, prioritising appointments and making appropriate follow up appointments and referrals.
- Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner.
- Conduct bio-psycho-social assessments of young people presenting to the service using the appropriate assessment tools and document the results, including goals that the young person has expressed as important to them.
- Conduct risk assessments including assessment of suicide risk, risk of harm to self and risk of harm to and from others, developing action plans where necessary to mitigate any risks, and providing follow up support and referrals to appropriate providers if required.
- Facilitate and monitor the integration and coordination of care for young people accessing care through headspace, including active participation in case review and multi-disciplinary team meetings.
- Be capable of providing alcohol and other drug screening, assessment and intervention as required.
- Provide young people a choice of support options and work together with them, their friends and family if desired by the young person, in a holistic way to ensure that both their needs and goals are met.
- Collaborate with young people in their care through the provision of brief interventions to a caseload of young people with mild to moderate mental health presentations, or emerging mental health conditions.
- Engage and support family and friends of young people seeking and/or receiving care from the headspace service.
- Maintain accurate and appropriate clinical records on a timely basis that comply with data collection standards and any relevant professional body requirements.

Community Engagement

- Work alongside the community engagement team to represent headspace Coffs Harbour and promote the centre's services at community awareness and education events.

General

- Build and maintain effective relationships with key stakeholders involved in the provision of physical health, mental health and psycho-social services to young people.
- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

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

Reports to:	Centre Manager, with clinical support from Clinical Lead
Direct Reports:	None
Indirect Reports:	None
Accountable to:	Health Voyage CEO and Governance Board
Internal Relationships:	headspace Coffs Harbour Centre Staff and Contractors Health Voyage Staff and Contractors Young Leader's Council Members
External Relationships:	Healthy North Coast Staff headspace National 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 client needs, to assist clients to access appropriate services and coordinate care.
3. The ability and experience to conduct risk assessments for young people, including suicide, risk of harm to self and risk of harm to or from others, and to develop action or safety plans that mitigate these risks
4. The ability and experience to deliver brief therapeutic interventions that are evidence-based, counselling services and treatment planning.
5. Experience working in a multidisciplinary team environment.
6. Experience engaging and working with young people, their family/friends, and advocating on their behalf, including but not limited to young people from refugee communities, CALD communities, LGBTIQA+, and Aboriginal and Torres Strait Islander communities
7. Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines

Desirable

1. If applicable, current registration (or eligibility for registration) with the Australian Health Practitioner Regulation Authority (AHPRA) or current membership (or eligibility for membership) with the Australian Association of Social Workers (AASW)
2. A broad understanding of the mental health and primary care health system in Australia

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.

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- 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.
- Maintain eligibility to work in Australia.
- 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 Ltd is a Registered Charity

Superannuation: Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying 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 subject to and conditional 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.

Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.

Approved by:

Tazmyn Jewell, Chief Executive Officer, Health Voyage

Date approved:

Jan 2025