



PD0021

## Position Description Clinical Lead (Mental Health)



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<b>Program:</b>	headspace Coffs Harbour
<b>Location:</b>	45-53 Little Street, Coffs Harbour
<b>Award:</b>	Health Professionals & Support Services Award 2020
<b>Classification:</b>	Health Professional Level 4
<b>Reports to:</b>	Centre Manager
<b>Direct employer:</b>	Health Voyage Ltd

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**OUR VISION:** *Healthier people. Stronger communities.*

**OUR MISSION:** *We provide safe, inclusive, high quality health care and strive for health equity in our community. Empowerment is at the heart of what we do.*

**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, and
- headspace Grafton

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 evidence based primary, specialist, allied health and health promotion services for those at risk in the community.

#### Our commitment to a safe, inclusive and respectful workplace

*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.*

#### 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](http://www.headspace.org.au)). This is achieved through the Federal Government's funding of headspace services throughout Australia via Healthy North Coast (HNC).

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 Ltd. ABN 73 738 289 843)

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

**headspace Coffs Harbour aims to:**

- promote early identification and effective, evidence-based mental health interventions;
- improve access to mental health services; and
- improve access to specialist providers and primary health care workers, collaborating within an accessible and integrated service framework.

**POSITION SUMMARY**

The Clinical Lead is a key leadership position within headspace Coffs Harbour and provides oversight to the coordination and delivery of clinical services. The Clinical Lead is primarily responsible for providing clinical leadership, oversight and direction to the team, ensuring that day-to-day clinical work is carried out safely and effectively to meet the needs of young people. The position will involve having a clinical caseload.

This position will contribute to the development of evidence-based and innovative clinical services and will promote the delivery of mental health services that are of the highest quality. The Clinical Lead will provide clinical support and guidance to clinical staff and ensure staff are provided with adequate supervision. They will also be keenly engaged in clinical and caseload reviews and will actively manage referrals, demand and wait time for clinical services.

The Clinical Lead will be an experienced and innovative professional with considerable knowledge and experience in mental health service delivery and adept in leading a multidisciplinary team. They will work collaboratively with all clinicians to ensure that developmentally appropriate and culturally safe care is provided to all young people, their family and friends, who access the headspace Centre. This position will also form and maintain working relationships with key agencies in the community to establish integrated care pathways for young people.

The Clinical Lead will work closely with the headspace Coffs Harbour Centre Manager and other key staff within the Consortium and Health Voyage.

**KEY RESPONSIBILITIES**

**Clinical Leadership**

- Work closely with the Centre Manager and key leadership members of the headspace service to exemplify a culture of care, trust and transparency.
- Be up to date with Lead Agency Framework, Policies and Procedures and headspace Governance Framework, headspace Coffs Harbour Clinical Practice Manual, and associated Procedures. Provide leadership about how to access and use these guiding documents.
- Monitor the headspace clinical services for risks, incidents, complaints and feedback, complying with record keeping requirements and working with the Centre Manager to ensure continuous quality improvement.
- Have a close connection with headspace National Clinical Practice Team to ensure best practice and up to date learnings are shared with the clinical service.
- Monitor and review clinical pathways as required ensuring that young people are receiving care that is easy to access, timely, evidenced-based, and high quality.
- Monitor and lead the ongoing delivery and improvement of a high standard of evidence-based care to clients, including appropriate clinical services across the mental health spectrum.
- Provide clinical leadership, line management, consultation and support to the headspace Coffs Harbour clinicians in the delivery of mental health care to young people and their families.
- Develop a deep understanding of the headspace Model Integrity Framework (hMIF) and how the core components of the model are implemented throughout the service

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- Demonstrate and maintain personal competency in the performance of high quality clinical and technical skills through involvement in direct service delivery.
- Contribute to the vision, strategic planning, and relevant procedure development for the headspace centres and actively participate as a member of the management team.
- In conjunction with the Centre Manager, ensure the collection of all relevant data to measure deliverables and continuously improve and evaluate the delivery of services at the headspace centres.
- Provide clinical governance oversight and orientation to clinicians and foster a positive leadership/mentoring culture.
- Ensure clinical case review meetings occur regularly and that clinical documentation is completed appropriately.
- In conjunction with the Centre Manager organise clinical resources and rosters in a flexible and efficient manner to manage client loads and ensure timely and responsive service delivery.
- Liaise and work closely with Consortium members and external providers, to ensure the effective functioning of the headspace centres.
- Perform clinical audits of all headspace clinical staff and contractors (where required) to ensure compliance with processes and procedures pertaining to clinical conduct and record keeping.
- A key member on the Health Voyage Clinical Governance Committee, providing insights into risks, incidents, complaints and compliments of the clinical service and develop and review clinical governance documents and processes.
- Ensure that all clinicians are supported and adequately trained to understand the key factors of social and emotional wellbeing for First Nations young people, their families and kin to provide culturally safe and appropriate support.

### Clinical Caseload

- Maintain a clinical caseload of Young People for whom services are provided (assessments, interventions and monitoring) aligned (and negotiated with the Centre Manager) to changing needs of the headspace Coffs Harbour Centre.
- Collaboratively develop, organise and undertake psycho-therapeutic interventions (individual and group) in accordance with evidence-based practice.
- Be able to provide screening and brief intervention for emerging alcohol and other drug concerns that do not require specialised or pharmaceutical interventions.

### Clinical Quality and Safety

- Monitor own clients and those within the service for clinical deterioration and oversee and support care escalation where necessary.
- Ensure compliance with relevant quality and safety professional and healthcare standards.
- Identify clinical risk issues and areas for improved clinical outcomes.
- In conjunction with the Centre Manager headspace Coffs Harbour, participate in quality assurance activities as required, including supporting the service to implement and operate within the headspace Model Integrity Framework (hMIF) and actively participate in the service's hMIF assessment.

### Quality and Safety Commitment

All Health Voyage employees are expected to actively contribute to a safe, high-quality and continuously improving workplace. This includes:

- Complying with relevant standards, guidelines, and organisational policies
- Participating in safety and quality improvement activities
- Supporting a culture of safety, quality, accountability and continuous learning
- Identifying and reporting risks or areas for improvement
- Partnering with clients in the provision of care

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- Ensuring services are delivered in a way that promotes safety and quality, dignity, respect and positive outcomes for clients

### Youth Participation and Family and Friends Participation

- Promote opportunities for young people to be involved in the governance of the headspace centre and in the development, delivery and evaluation of service activities.
- Develop and review resources for young people that support collaborative care.
- Support staff in developing skills to work collaboratively with young people and including family inclusive practice as a core competency

### General

- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial 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.

### KEY PERFORMANCE INDICATORS

- Ensuring escalation and risk is managed appropriately by clinicians
- Ensuring competency of clinicians around Clinical Practice Manual, Governance Framework, Procedures and core requirements of the hMIF model.
- Monitor training needs of clinical staff and ensure staff are attending required professional development.
- In conjunction with the Centre Manager develop yearly training calendars for Professional development of clinical staff.
- Regular auditing of clinical records, ensuring areas of improvement are actioned
- Regular attendance at Clinical Governance Committee and actions arising from CGC.
- Attendance at mandatory headspace National training and engagement for Clinical Leads.
- Ensuring clinicians are receiving required Clinical Supervision.

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<b>Reports to:</b>	Centre Manager
<b>Direct Reports:</b>	Allied and Primary Health staff at headspace Coffs Harbour Private Practitioners (including psychologists/social workers)
<b>Indirect Reports:</b>	Other clinical staff as relevant
<b>Accountable to:</b>	Health Voyage CEO and Board
<b>Baord of Directors</b>	
<b>Internal Relationships:</b>	headspace Coffs Harbour and Grafton Staff and Contractors Health Voyage Staff and Contractors Youth Leader's Council/ Family and Friends Reference Group Members.
<b>External Relationships:</b>	Healthy North Coast Staff headspace National Staff Consortium partner organisations and staff  Local youth, health and community service providers and staff Government departments, ministers and staff Young people and their family and friends that access the Centre Other headspace Centre's Staff Other external partners, vendors, providers and key stakeholders.

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### SELECTION CRITERIA

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 Ltd. ABN 73 738 289 843)

## Essential

### 1. Qualifications

- Current registration as a Registered Nurse (Division 1) with AHPRA with at least (5) years post registration experience within Mental Health and has approved post registration nursing qualifications relevant to the field or such other qualifications or experience deemed appropriate; **OR**
- Qualifications in Social Work and eligible for membership of an appropriate professional body (e.g. AASW); **OR**
- Qualification in Occupational Therapy and current registration with AHPRA; **OR**
- Fully registered Psychologist with AHPRA with a Masters degree or higher in Clinical Psychology, Clinical Neuropsychology or some other recognised clinical area in psychology that the employer deems relevant to the functions of the position, or experience deemed appropriate.

### 2. Experience

- i. Demonstrated experience and advanced level clinical skills in a range of mental health service settings, including youth mental health
- ii. Experience in complex clinical triage, assessment and referral.
- iii. Experience in service development and maintaining continuous quality improvement.
- iv. Demonstrated experience in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and performance management processes.
- v. Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

### 3. Skills

- i. Advanced clinical skills in managing young people at risk, including suicide and violence risks.
- ii. Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- iii. Highly developed verbal and written communication skills and the ability to work with a diverse range of people including young people and their family and friends.
- iv. A strong knowledge of the key factors of social and emotional wellbeing for First Nations young people, their communities, family and kin, with an understanding of how these factors inform the individual and their communities healing journey and ensuring the provision of culturally safe, appropriate care.

## Desirable

- Post graduate qualifications in an area related to youth mental health.
- Professional Registration and sufficient experience to provide clinical supervision.

## Personal Attributes

- Ability to relate to and work effectively with young people and their family/friends.
- High levels of professionalism, confidentiality and discretion.
- Positive and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.

## WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarise 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.

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**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.
- 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 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 casuals). Personal/Carer's Leave as per the National Employment Standards (not applicable for casuals)

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.**

**Approved by:**

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Tazmyn Jewell, Chief Executive Officer, Health Voyage

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**Date approved:**

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February 2026

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