



Position Description

Youth Access Clinician

PD0009



Program:	headspace Coffs Harbour
Location:	45-53 Little Street, 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: *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.

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

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.

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). This is achieved through the Federal Government's funding of headspace services throughout Australia via Healthy North Coast (HNC). These headspace Centres provide an entry point for young people to access a broad range of (well-integrated) services.

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)

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 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 Coffs Harbour.

As one of the first contact points for young people accessing headspace Coffs Harbour, 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, Psychiatrists, Allied Health Clinicians, Specialist Counsellors, Mental Health Nurses, 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.

KEY RESPONSIBILITIES

Intake and Assessment

- 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 tool, and document the results of assessment and screening including goals that the young person has expressed.
- Conduct risk assessments including assessment of suicide risk, risk of harm to self and risk of harm to others, developing action plans where necessary to mitigate any risks, and providing follow up support and referrals to appropriate providers if required.
- 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.
- Provide young people a choice of support options and work together with them, and their friends and family if desired by the young person, in a holistic way to ensure that both their needs and goals are met,
- 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 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 Coffs Harbour, including active participation in clinical meetings.
- Provide brief interventions to an active caseload of clients with mild to moderate mental health presentations.
- Where appropriate, support family members and carers, effective and appropriately involving them in the care process

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)

- Provide psychological therapeutic sessions as group work, involving coordination, facilitation and evaluation
- Maintain active knowledge of assessment tools, therapeutic modalities and interventions, and take an active approach to professional development

Community Engagement

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

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 Coffs Harbour advisory functions.
- Ensure young people and family and friends are encouraged and supported to provide feedback (complaints, compliments, suggestions, concerns) 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 physical 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 Line Manager and in accordance with the organisations policies and procedures

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

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 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 client needs, and to assist clients to access appropriate services
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
5. Experience working in a multidisciplinary team environment, coordinating client care
6. Experience in the youth and/or mental health sector
7. Working with diverse groups, including but not limited to refugee communities, CALD communities, LGBTIQ+, and Aboriginal and Torres Strait Islander communities
8. Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice
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 advocate on their behalf
10. Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines
11. 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. Experience working with Aboriginal and/or Torres Strait Islander communities on health or social development projects
3. A broad understanding of the mental health and primary care health system in Australia

Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- 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 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 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 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, contractors and communities as our highest priority. All employees are expected to follow current public health recommendations, organisational health and safety guidelines, and to responsibly manage illness, including staying home when unwell and following appropriate procedures to reduce the risk of spreading infection.

Approved by: _____
Chief Executive Officer, Health Voyage

Date approved: _____
Feb 2023