



Are you professional enough
to work at CanTeen?



Are you free-spirited enough
to work at CanTeen?



Information Pack

Clinical Team Leader – Melbourne

About CanTeen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

We help young people cope with cancer in their family. Through CanTeen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

By feeling understood and supported, young people develop resilience and can rebuild the foundations that crumbled beneath them when cancer turned their life upside down.

No matter which role you are in, working for CanTeen is how **you** can be the difference.

Life at CanTeen

CanTeen is one of the most highly regarded not for profits in Australia (8th in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!). CanTeen is also a finalist in the 2018 Australian HR Awards – Employer of Choice (Public Sector & NFP) Category!

Working for CanTeen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. CanTeen has a passion for all things people, and as well as a range of benefits including 5 weeks of annual leave, additional 3 days of gifted leave over Christmas, flexible working, dog friendly organisation, tax-effective salary packaging scheme, mobile phones and an in-house leadership program, we are continually working on ways to make CanTeen an even better place to work. We have a culture we are proud of, and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff engagement surveys, we know that CanTeen is fortunate to have one of the most passionate and committed workforces in Australia!



What's this job all about?

Title:

Clinical Team Leader (Psychosocial Team Leader)

The nuts and bolts:

Fixed term 12 month contract; Full Time; 37.5 hour week

Job summary:

The Clinical Team Leader will be an experienced and innovative **allied health professional** with considerable knowledge and experience in **mental health service delivery**. The Clinical Team Leader will **lead** a multidisciplinary team of Psychosocial Allied Health professionals and will report to the State Manager. This position will also form and maintain working relationships with key agencies and health professionals in the community to establish integrated care pathways for young people.

As the Clinical Team Leader you will be responsible for **overseeing and supporting** the psychosocial team in the delivery of services to young people in VIC. This role will ensure that CanTeen's Psychosocial Model is delivered effectively, that it is operating within best practice standards and, with the National Manager of Psychosocial Support Director of Psychosocial Support, will ensure all psychosocial services are operating consistently across the country.

Is this you:

- Approved tertiary qualification in an allied health discipline including social work, psychology
- Full registration with AHPRA or eligibility for full membership with AASW or PACFA.
- Advanced level of clinical skills and demonstrated experience in a range of mental health service settings.
- Experience in complex clinical triage, assessment and allocation of referrals.
- Proven ability in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and management of risk
- Proven experience in providing clinical support, debriefing and supervision to team members who provide psychosocial support to adolescents and young adults
- Demonstrated experience and proficiency in group work facilitation
- Proven experience in developing and maintaining stakeholder and professional relationships
- Ability to work flexibly
- Current National Criminal History Check and Working with Children Check

Closing date info:

Interested? Apply Now!

Please apply on the CanTeen website at www.canteen.org.au/about-us/careers/ or email written applications with a covering letter telling us why you would be the best person for this role to careers@canteen.org.au.

Working Relationships

Reports to: State Manager – S&C

Positions reporting into this one: None

Key working relationships: State Manager, Psychosocial Support Manager (PPM), Psychosocial Support Workers (PSW), Programs Officers (PO), Psychosocial Team Leaders (from other states and territories), National Office staff, Members, Volunteers, External stakeholders and general public, GM- Divisions.

Position Context

Just when life should be full of possibilities, cancer can crash into a young person's world and shatter everything. CanTeen provides young people impacted by cancer, and their parents, with access to a team of Allied Health Professionals who deliver programs, counselling and a range of other group and individual support activities. The team at CanTeen assist these young people to access the support they need to develop and maintain the skills and confidence to live healthy and happy lives. CanTeen also engages in community awareness and seeks to develop awareness of cancer support for young people around Australia. CanTeen aims to create highly accessible, youth friendly, integrated service hubs as well as a range of online supports, that provide evidence-based interventions and support to young people aged 12–25 years impacted by cancer.

Job Overview

The Clinical Team Leader will be an experienced and innovative allied health professional with considerable knowledge and experience in mental health and/or psycho-oncology service delivery. The Clinical Team Leader will lead a multidisciplinary team of Psychosocial Allied Health professionals and will report to the State Manager. This position will also form and maintain working relationships with key agencies and health professionals in the community to establish integrated care pathways for young people.

As the Clinical Team Leader you will be responsible for overseeing and supporting the psychosocial team in the delivery of services to young people in VIC. This role will ensure that CanTeen's Psychosocial Model is delivered effectively, that it is operating within best practice standards and, with the Psychosocial Support Manager, will ensure all psychosocial services are operating consistently across the country.

The team leader will provide clinical supervision to the team, implement and plan for professional development activities and provide daily guidance with practice issues and responsibilities including child protection and risk responses. Clinical oversight for the team sits first with this role, however the State Manager has the direct management and performance management responsibility for all team members and will support the team leader in managing high risk issues that are escalated. This role reports to and will work closely with the State Manager in mapping and coordinating support needs of the team as a whole and of the individuals within the team.

Job Overview (cont.)

The team leader will provide direct support to young people and parents and maintain a small caseload. Supports may be in the form of individual support, counselling and group based interventions.

The team leader will be a confident communicator who is able to positively engage a range of stakeholders including young people, volunteers, members of the health sector and the general public. This role has responsibilities in improving CanTeen's reach to young people impacted by cancer and their families through advocacy work and relationship building with key external medical, psychosocial and education stakeholders to help develop referral networks.

Key Responsibilities and Outcomes

- Monitor and lead the ongoing development and improvement of clinical services at Canteen
- Provide clinical leadership, consultation and expertise to CanTeen clinicians in the delivery of specialist evidence-based support to young people and their families.
- Provide clinical supervision and support to clinical staff and oversee staff development.
- Coordinate the intake and referral processes to ensure high quality clinical care and access to services.
- Undertake a small clinical load providing direct clinical services to young people and support to their families and friends.
- Lead and participate in multidisciplinary meetings, supervision and case conferences that contribute to high quality outcomes for young people and ensure clinical review meetings occur regularly.
- Provide leadership in the development and implementation of new projects and initiatives.
- Contribute to the vision, strategic planning and relevant policy development, for CanTeen and actively participate as a member of the management team.
- Maintain high standards of file management ensuring that accurate notes are recorded, file audits completed, and all consumer files are stored in line with legislative requirements and organisational policies and procedures.
- Participate in data collection and evaluation processes that contribute to service improvement.
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
- Represent the service at interagency forums.
- Other duties consistent with the position where required and/or requested by the State Manager.
- Deliver training and development activities to staff and volunteers

Selection Criteria

Qualifications:

- Approved tertiary qualification in an allied health discipline including social work, psychology (clinical, counselling), mental health nursing and occupational therapy.
- Full registration with AHPRA or eligibility for full membership with AASW or PACFA.

Experience

- Advanced level of clinical skills and demonstrated experience in a range of mental health and/or psycho-oncology service settings.
- Experience in complex clinical triage, assessment and allocation of referrals.
- Proven ability in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and management of risk
- Proven experience in providing clinical support, debriefing and supervision to team members who provide psychosocial support to adolescents and young adults
- Demonstrated experience and proficiency in group work facilitation
- Proven experience in developing and maintaining stakeholder and professional relationships

Knowledge/Skills:

- Good computer and digital communication skills
- Strong organisational/project planning and time management skills
- Strong attention to detail and good initiative
- Ability to think creatively
- Strong communication and skills in developing stakeholder relationships
- Proven ability to facilitate groups of young people for a variety of activities
- Ability to relate to young people, anticipate needs, and to present information in a clear and logical way, and with confidence, to target group
- Knowledge of legal obligations relating to activities

Personal Qualities

- Approachable, ability to listen actively, friendly and professional
- High level of integrity, honesty and commitment
- Highly motivated, team player who contributes to maintaining an effective team that is focused on achieving against key performance indicators for the state/ territory
- Open and honest person who seeks and provides guidance and feedback from others including co-workers, volunteers and CanTeen service users
- Adaptable to change

Desirable

- A tertiary, post graduate degree, preferably clinical (e.g. MSW, Clinical Psychology, Psych Registration)
- Demonstrated Acceptance and Commitment Therapy (ACT) training/experience
- Demonstrated experience working with Grief and Loss and relevant therapeutic models
- Mental Health First Aid
- Certified in First Aid
- ASIST or similar suicide prevention training
- Current open driver's license

Hours of Work

This fulltime role is 37.5 hours per week. Majority of this work would be done during business hours and at the Newtown office, however applications for flexible work arrangements will be considered.

CanTeen has a generous leave package available including 5 weeks of annual leave per year, and gifted leave during the Christmas/New year shut down period.

On occasions where weekend or evening work is required, a flexible working week or time of in lieu is provided.

Pre-Employment Checks

As CanTeen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

CanTeen will conduct at least two reference checks on successful applicants, and may also require proof of any professional qualifications stated on an application.

General Information

All employees are required to adhere to CanTeen's Human Resources Policies during the course of their employment.

CanTeen is an equal opportunity employer.

