



## POSITION DESCRIPTION

<b>Title of Role:</b>	Enhanced Care Coordinator	<b>Classification Level:</b>	SCHCADS 6
<b>Business Unit:</b>	Headspace	<b>Type of Appointment:</b>	Fixed term
<b>Division:</b>	Access Team	<b>Position Number:</b>	
<b>Award Type</b>	SCHCADS	<b>FTE:</b>	0.8 FTE considered

### YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

### YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

### YSAS Values

<b>Honesty</b>	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
<b>Empowerment</b>	We create a positive environment for staff and young people to make valuable contributions.
<b>Accountability</b>	We set high standards and we are answerable for our decisions and actions.
<b>Respect</b>	We respect the rights of others and treat others as we would like to be treated.

### Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

### Position Purpose

This position sits within the Access team, in that of a Senior Clinician capacity. The primary role of the Enhanced Care Coordinator will be to provide increased capacity to engage and support young people with complex needs. This role will work closely with GP's, Psychiatrists, centre-based intake clinicians and allied health contracted staff to facilitate coordinated care and treatment for moderate and complex mental health disorders. Working under the direction of the headspace Collingwood Clinical Lead, this role will work with the clinical team, providing assessment, care planning, referral, advice and consultation services to young people, their families/carers and community professionals/agencies, and will have involvement in service development. The Enhanced Care Coordinator will also have opportunity to work with the greater Access Team in the capacity of the Senior Access Clinician where needed.

## Reporting Relationships

This role reports into Clinical Lead.

This role has as direct reports:

- NIL; however, at times will provide support to Access Team members in a Senior Clinician capacity as directed by the Clinical Lead or Centre Manager.

## Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

Clients & their families, GP's, Psychiatrists, centre based intake clinicians, allied health contracted staff, various tertiary services.

## Key Challenges

Incumbents in this role must:

- Work effectively within a team environment consisting of multidisciplinary clinical and non-clinical staff.
- Work in partnership with other senior clinicians across the region including the headspace centres of Orgyen and YSAS to support emergency departments and identify those young people at increased risk of self-harm and suicide.
- Work to identify, understand and address the barriers and challenges to access of appropriate service pathways and effective care.
- Work effectively individually; managing your schedule including client and services appointments as well as other commitments related to the role.
- Apply evidence based practice across assessment and treatment of clients that qualify for the Extended Care Model.
- Manage a complex case load.
- Help facilitate appropriate referrals for clients that may present with complex or long standing needs.
- Capacity to provide as needed supervision to headspace Collingwood clinicians.

## Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- Some out of hours work may be required.
- The incumbent of this role is likely to be required to provide some outreach to clients.

## YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

## Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Enhanced Care Coordinator is responsible for:

<b>Key Responsibilities</b> <i>(delete any that are not applicable)</i>	<b>Major Responsibilities</b>	<b>Performance Indicator/Measurement</b>
<b>Intake and Screening</b>	<ul style="list-style-type: none"> <li>• Ensuring appropriate triaging and monitoring of young people coming through the intake process, via phone, face to face and young people who 'drop in'.</li> <li>• Promote coordination of intake and referral processes both within headspace and external services particularly the Emergency Departments and GP's and assist other team members with this.</li> <li>• Provide secondary consultation to other staff regarding the initial screening of young people to identify those with mental health or drug and alcohol problems, or young people who may be at risk.</li> <li>• Engage young people in early help seeking and provide a coordinated treatment pathway.</li> <li>• Provide relevant mental health related information, psycho-education for mental health and drug and alcohol problems, information on services available and how to access these to young people, families and the wider community.</li> <li>• Provide psycho-education, useful online support and other supports for young people who may be awaiting allocation to an Allied Health Practitioners.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor intake throughput and assist management of this workload</li> <li>• Flexibility to complete 'duty' Intake and Assessment work as required.</li> <li>• Effective and timely assessment and early interventions are provided for young people and their families.</li> <li>• Provide mentorship to other clinicians and students regarding appropriate risk assessment and care pathways for young people.</li> <li>• Ensuring a high level of documentation is maintained within a timely manner from all aspects of service delivery in line with documentation standards.</li> <li>• Contribute to the ongoing development of processes relating to Intake procedures of the headspace Collingwood practice.</li> <li>• Complete administrative tasks, meeting organisational procedures as required.</li> </ul>
<b>Assessment and Co-ordination</b>	<ul style="list-style-type: none"> <li>• Work under the direction of the Clinical Lead to provide shared care with Access team, medical, collocated/contracted staff to support the provision of youth friendly early intervention services at headspace.</li> </ul>	<ul style="list-style-type: none"> <li>• Building a case load and ensuring regular contact with clients as needed (Number of daily contacts to be negotiated with the Clinical Lead)</li> <li>• Effective and timely assessment and early interventions (according</li> </ul>

	<ul style="list-style-type: none"> <li>• Work in partnership with other headspace senior clinicians across the North West region to support young people accessing the Emergency Department and assist in the identification and support of those young people at increased risk of self harm and suicide.</li> <li>• Manage a case load of complex and higher risk young people which may include providing community outreach, provide assertive monitoring where clinically indicated and undertake shared care.</li> <li>• Undertake biopsychosocial assessments with young people for services at headspace Collingwood utilising the HEADSS assessment tool.</li> <li>• Deliver brief psychosocial interventions, using evidence-based approaches, to young people and their families.</li> <li>• Provide professional leadership for junior members of the Access Team, including students on placement.</li> <li>• Liaise with and advocate with external stakeholders within the community, particularly for family support for referral and shared care for young people and their families.</li> <li>• Advocate on behalf of young people with other workers, schools, employers to enhance service access.</li> </ul>	<p>to KPI's) are provided for young people and their families.</p> <ul style="list-style-type: none"> <li>• Attendance and where necessary chairing weekly multidisciplinary clinical case review.</li> <li>• Clinical formulations written and presented at weekly clinical case review meetings.</li> <li>• Actively monitoring young people according to the clinical governance guidelines.</li> <li>• Strategically liaising with relevant services such as tertiary mental health services to ensure seamless service delivery.</li> <li>• Ensure clinical reporting and correspondence via headspace Collingwood electronic medical records are of a high quality according to the Health Standards Act and in line with hsC documentation standards.</li> <li>• Participation to the continued development of the Youth Access Team processes.</li> </ul>
<p><b>Team and Culture Building</b></p>	<ul style="list-style-type: none"> <li>• Foster and facilitate a co-operative team environment which values collaboration to ensure a focus on efficient systems and needs of young people and the wider headspace Collingwood team.</li> <li>• Provide mentorship for members of the wider team with a focus on quality care for young people, risk assessments, evidence based approaches and self management.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective communication processes driven and developed for the headspace Collingwood Team.</li> <li>• Contribute to individual &amp; team work plans including participate in yearly performance reviews.</li> <li>• Contribute to the evaluation practices for service delivery and groups as required.</li> <li>• Attendance of youth community network meetings as agreed.</li> </ul>

<b>Clinical and Administrative Systems</b>	<ul style="list-style-type: none"> <li>Actively contribute to the development of frameworks, policies and guidelines regarding improved identification of and response to young people at increased risk of self harm and/or suicide.</li> <li>Actively monitor and develop strategies in accordance with service demand.</li> <li>Actively prepare and engage in regular supervision with the Clinical Lead/Manager.</li> <li>Where appropriate prepare and provide regular supervision and mentorship to members of the access team and students.</li> <li>Participate actively in Clinical Review Meetings and act as chairperson if required.</li> <li>Actively prepare and participate in monthly meetings (or as directed) with other Senior Complex headspace Clinicians across the North West Region to assist in regional coordination and continued review of care pathways and enhanced care provisions of young people.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all work complies of the relevant legislation/regulations, headspace and YSAS policies and procedures and other relevant compliance requirements.</li> <li>Participate in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</li> <li>Maintain timely recording and reporting of data in approved headspace Collingwood systems including (but not limited to) Medical Director and Pracsoft.</li> <li>Maintain timely recording of region specific data in approved systems and spreadsheets.</li> <li>At all times represent YSAS &amp; headspace Collingwood with professionalism.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Work within the bounds of relevant legislation/regulations (e.g. Privacy, FairWork, OHS, etc.) and relevant professional codes.</li> <li>An understanding of and commitment to the ethics and confidentiality issues, particularly in relation to the health and allied health professions.</li> <li>Ensure compliance with relevant YSAS clinical and administrative policies and guidelines</li> <li>Contribute to continuous quality improvement of the organisation.</li> <li>Work within the headspace framework of early intervention,</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures and other relevant compliance requirements.</li> <li>Participate in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</li> </ul>

	<p>destigmatisation, diversity, inclusion, and non-discrimination.</p> <ul style="list-style-type: none"> <li>• Comply with all required data recording per the health records act and NWM PHN contractual obligations.</li> <li>• Comply with relevant privacy and child safe legislation.</li> <li>• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at headspace Collingwood.</li> <li>• Willingness to continue to develop own clinical knowledge, skills and understanding.</li> </ul>	
<b>Professional conduct</b>	<ul style="list-style-type: none"> <li>• Demonstrated commitment to YSAS organisational values.</li> <li>• Provide highest ethical standards at YSAS: not only to young people in the communities we serve, but to our co-workers and ourselves.</li> <li>• Represent YSAS &amp; <b>headspace</b> Collingwood in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• On every occasion YSAS is represented ethically and professionally.</li> </ul>

<b>Qualifications, Skills, Knowledge and Experience relevant to the role</b>
<ul style="list-style-type: none"> <li>• Approved tertiary qualifications in a relevant discipline (such as Psychology, Social work, Occupational Therapy or other health related disciplines) and eligibility for a membership of the appropriate professional body if required.</li> <li>• Minimum 3 years' experience in youth mental health and/or community work in a mental health context or relevant demonstrated experience in alternative field.</li> <li>• High level of computer literacy skills.</li> <li>• Current Victorian Driver's Licence.</li> <li>• Current Working with Children Check</li> <li>• A current First Aid (Level 2) certificate is desirable.</li> <li>• The successful applicant will be required to undergo a National Police check.</li> </ul> <p>Prospective employees are advised that they must have their Employee "<i>Working With Children Check</i>" as a condition of employment.</p>

### **Behavioural Capabilities**

Descriptors below detail the behavioural capabilities required for performance in the Enhanced Care Coordinator. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**.

These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the

Category	Level	Behaviours
<b>Strategic Direction</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Supports and communicates YSAS' goals and direction</li> <li>• Translates objectives into practical terms to others</li> <li>• Communicates risks and issues from employees to senior management</li> <li>• Is sensitive to political drivers influencing priorities and decisions</li> <li>• Actively participates in business planning</li> <li>• Reinforces the need for change and innovation in YSAS</li> </ul>
<b>Achieves results</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Sets clear expectations around quality of work and timeframes</li> <li>• Monitors progress towards the achievement of goals</li> <li>• Takes responsibility for the delivery of quality and timely results</li> <li>• Ensures solutions are practical and achievable</li> <li>• Prioritises workload effectively and negotiates deadlines where appropriate</li> </ul>
<b>Business Excellence</b>	<b>Foundational</b>	<ul style="list-style-type: none"> <li>• Participates in the YSAS Performance Development Review Process</li> <li>• Openly raises issues with manager/supervisor</li> <li>• Seeks guidance/advice from others where necessary</li> <li>• Responds positively to constructive feedback</li> <li>• Actively participates in all necessary training</li> <li>• Looks for ways to improve work practices</li> </ul>
<b>Working Relationships</b>	<b>Tactical</b>	<ul style="list-style-type: none"> <li>• Understands the extent for potential to compromise and uses this in negotiation</li> <li>• Consults with relevant stakeholders about changes which may impact on their work</li> <li>• Shares resources to achieve common goals</li> <li>• Actively identifies key internal and external stakeholders and builds rapport with these individuals</li> <li>• Adapts their approach to suit the situation and audience</li> <li>• Understands the needs of others and uses this for motivation</li> <li>• Listens actively and responds in a clear and concise manner</li> </ul>
<b>Personal Drive and Professionalism</b>	<b>Operational</b>	<ul style="list-style-type: none"> <li>• Acts in a respectful and professional manner</li> <li>• Shows positivity and honesty</li> <li>• Maintains professionalism and confidentiality when dealing with sensitive issues</li> <li>• Recovers quickly from setbacks and refocuses on the task at hand</li> <li>• Looks for opportunities to engage in personal development</li> <li>• Ensures work practices are undertaken in a safe manner</li> </ul>

role.

<b>Key Selection Criteria</b>
<ul style="list-style-type: none"> <li>• Extensive experience in the planning and provision of mental health care including completion of mental health assessments and formulations, risk assessment and crisis intervention/safety planning, psychoeducation and short term/brief interventions to young</li> </ul>

people experiencing mental health and/or substance use issues, including current evidence-based approaches.

- Demonstrated advanced skills in crisis management, problem solving and negotiation skills especially with young people, families and service providers.
- Experience or high aptitude in working in an outreach capacity.
- Extensive service system knowledge: relevant legislation, government policy and strategic directions in relation to mental health and alcohol and other substances particularly as it relates to young people.
- Excellent interpersonal and communication skills, both written and verbal ability, to build partnerships and effectively liaise, negotiate and provide consultation to other service providers and staff from other disciplines.
- Demonstrated ability to work effectively in a multi-disciplinary team in a health setting.
- Highly developed report writing skills, record keeping / data management, word processing and other computer skills.

**Incumbent Statement**

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant	----- (Print name)	----- (Signature)	/ /
Acknowledged by line manager	----- (Print name)	----- (Signature & title)	/ /

**Job and Person Specification Approval**

...../...../..... DELEGATE (GM or Chief)