

We Care – We work together – We Innovate – We achieve – We learn

Name:		Date:	
Position Title:			
Reporting to:	headspace Albury Wodonga and headspace Wangaratta Manager		
Direct Reports:	Nil		
Budgetary Responsibilities	Nil		
Liases with internally	GH staff, including medical clinic headspace Albury Wodonga and headspace Wangaratta staff – including private providers, consortium agency staff and visiting staff		
Liases with externally	Referring agencies Young people and their families Albury Wodonga Health and all affiliate partners		
Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Maintain a high professional standard and work with integrity • Develop a collaborative working relationship • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Quality Improvement approach • Work within legislative and compliance framework • Adhere to the Gateway Health Code of Conduct including the Child Safety Standards 		
Position Context	<p>headspace Albury Wodonga commenced operations in January 2015, based at Gateway Health in Wodonga. headspace Albury Wodonga model brings together key organisations experienced in the delivery of primary care, mental health, alcohol and drug services, health and wellbeing and vocational education for young people. In 2018 headspace Albury Wodonga expanded its services to establish a satellite site in Wangaratta. The headspace Albury Wodonga and headspace Wangaratta consortium comprises membership from Albury Wodonga Health, Albury Wodonga Aboriginal Health Services, The Personal Group, Sureway, Junction Support Services, Mind Australia, YES unlimited and Gateway Health as the lead agent. This strategic alliance aims to establish a community of collaborative youth services improving access for young people aged 12-25 years in the early intervention of mental health, work school and study, general health and wellbeing or and alcohol and other drug issues.</p>		
Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic). The Board of Governance provides strategic planning for Gateway Health. Program Managers provide immediate support and management within their program areas.</p>		

Review of Position Descriptions:	This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.
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Assessment and care Planning

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Capacity to complete advanced mental state examinations and risk assessments to determine those at risk of developing a mental illness or those requiring acute intervention • Provide secondary consultation and support to team members regarding working with young people with complex needs. • Case manage identified young people through a cross sectoral care plan, who require a higher level of care and coordinated treatment pathway. • Support the development of a self-directed goal orientated care plans with young people and their families. • 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. • Link young people into services provided at headspace Albury Wodonga, and/or provide referral and liaison with other agencies as required. • Identify support needs of family and friends of young people accessing headspace Albury Wodonga, and work collaboratively to address these • Participate in the headspace Albury Wodonga duty system enabling timely access to services 	<p>Effective and timely assessment and early interventions are provided for young people and their families.</p> <p>Case management process and best practice models are adhered to with appropriate risk management strategies in place for the level of complexity for the case</p> <p>Support young people and their families through the step up or step-down model of care</p> <p>Ensuring a high level of documentation is maintained within a timely manner from all aspects of service delivery</p> <p>Contribute to the ongoing development of processes relating to Intake procedures of the headspace Albury Wodonga practice.</p> <p>Case notes reflect self-directed goal orientated care plan and family involvement</p> <p>Complete administrative tasks, meeting organisational procedures as required.</p> <p>Completion of at least 4 face to face contacts per day (unless otherwise negotiated)</p>

Step Care Coordination

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Facilitate the integration of young people into Child, Adolescent and Adult Mental health services using the clinical staging model as a guide to determining care requirements • Develop relationships with key stakeholders to ensure young people can flex across a stepped care model of service delivery • Provide inclusive service delivery between headspace and local mental health services. • Undertake short term interventions using evidence-based counselling methods such as Cognitive Behavioural Therapy • Coordinate telehealth psychiatrist referrals for headspace Albury Wodonga and headspace Wangaratta • Undertake goal-directed counselling and support on an individual basis with young people identified through the intake process. • Undertake goal-directed family counselling and support with young people and their identified family member/s, if qualifications permit. • Undertake headspace assessment, as per Clinical Practice Manual • Deliver brief psychosocial interventions, using evidence-based approaches, to young people and their families where appropriate. • Advocate on behalf of young people with other workers, schools, employers to enhance service access 	<p>Actively monitoring young people according to the clinical governance guidelines.</p> <p>Strategically liaising with relevant services such as; tertiary mental health services to ensure seamless service delivery.</p> <p>Work with local mental health services and General Practitioners to support step up and step-down care for young people</p> <p>Use reflective practice in the delivery of required therapies when working with young people</p> <p>Recorded number of headspace Albury Wodonga and headspace Wangaratta telehealth psychiatrist referrals</p> <p>Ensure clinical reporting and correspondence via headspace Albury Wodonga electronic records</p> <p>Participation to the continued development of the step care program processes.</p> <p>Support the development and monitoring of communication protocols cross organisational to ensure step up and step-down care is effective</p> <p>headspace Assessment and Clinical care plans written and presented at weekly clinical case review meetings.</p>

Team, Culture Building and Communication

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Foster and facilitate a co-operative harmonious team environment which values collaboration, quality youth focused service ensuring the wider objectives and values of Gateway Health and headspace team are adhered to. • 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. • Participate in and promote research and evaluation projects conducted at headspace Albury Wodonga. • Assist, with and when available, the provision of community awareness and engagement activities and events as offered by headspace Albury Wodonga, some of which may involve out of hours work. 	<p>Implement strategies to ensure a cohesive team culture with integration of all team members</p> <p>Mentorship of at least one other staff member or student.</p> <p>Contribute to individual & team work plans including participate in yearly planning</p> <p>Participate in the evaluation and feedback of the service delivery model or project development as required</p> <p>Participate in 6 community awareness events per year</p>

Clinical and Administrative Systems

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Actively monitor and develop strategies to manage client list in accordance with service demand. • Actively contribute to the intake & access systems and developing goal orientated case plans with young people and their families where applicable. • Actively prepare and engage in regular supervision with the Clinical Lead. Assist facilitation of monthly scheduled peer reflective supervision. • Preparation and participation in staff meetings, clinical case review. • Participate in the ongoing planning, development and implementation of Clinical Services and integration at headspace Albury Wodonga. • Collaborate with other support services and community-based activities to integrate support and provide optimal service provision across the four pillars of headspace (mental health, physical health, alcohol and other drugs and vocational/educational support). • Other duties as negotiated with Senior Clinician and Manager. • Demonstrate ability to use initiative and skills in planning and prioritising daily activities. 	<p>Ensure all work complies of the relevant legislation/regulations, headspace Albury Wodonga and Gateway Health policies and procedures and other relevant compliance requirements.</p> <p>Participate in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</p> <p>Files reflect goals orientated case plans</p> <p>Participation in clinical governance meetings and reviews</p> <p>Developed collaborative working relationships</p>

Compliance

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Work within the bounds of relevant external legislation/regulations (e.g. Privacy, Fair Work, OHS, etc.) and internal policies and procedures that relate to this role and the organisation. • Represent headspace Albury Wodonga and Gateway Health in a professional manner, in accordance with the code of conduct. • Adhere to all headspace Albury Wodonga and Gateway Health' policies and procedures including the Code of Conduct and Confidentiality Agreement. • Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council. • Comply with all required data recording per the health records act, Gateway Health and headspace National Trade Mark guidelines and Murray Primary Health Network contractual obligations. • Adhere to the Clinical Governance Framework of headspace Albury Wodonga, and all relevant policies and procedures • Work within the headspace National Office framework of early intervention, destigmatisation, diversity, inclusion, and non-discrimination. • Use IT systems including Microsoft Office, Profile, Hapi, Ourspace Learning centre, Murray Primary Health Network Learning centre and connx 	<p>Ensure all work complies of the relevant legislation/ regulations, policies and procedures and other relevant</p> <p>On every occasion headspace Albury Wodonga and Gateway Health is represented ethically and professionally. Compliance requirements.</p> <p>Participated in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</p> <p>Complete case notes and data entry within 24 hours of client contact</p> <p>Connx up to date with personal record</p>

Personal and Professional Development

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Continually develop both personally and professionally to meet the changing needs of your position, career and organisation. Have a sound knowledge of relevant organisational policies and procedures as well as program work practices. Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required. Actively participate in the organisation's Performance Management System. Actively participate in administrative and clinical supervision 	<p>Have a self-care plan</p> <p>Regular attendance to admin supervision uploading notes as evidence</p> <p>Recorded attendance to regular clinical supervision</p> <p>Complete 6 learning centre modules per year</p> <p>Update PD yearly and participation in performance review</p>

Qualifications, Skills and Other Requirements

<ul style="list-style-type: none"> As headspace Albury Wodonga is a cross border service prospective employees are advised that they must have their Employee "Working with Children Check" for NSW and Victoria as a condition of employment. Well-developed written and verbal communication skills. High level of computer literacy skills. Current Driver's Licence. A current First Aid (Level 2) certificate is desirable. The successful applicant will be required to undergo a National Police check.
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Key Selection Criteria:

Applicants MUST address the Selection Criteria below when completing an employment application

- Approved tertiary qualifications in a relevant discipline, (such as Psychology/ Provisional Psychologist, Social work, Occupational Therapy or other health related disciplines) professional registration would be an advantage
- Minimum 4 years' experience in youth mental health and/or community work in a mental health context or relevant demonstrated experience in counselling.
- Demonstrate a thorough understanding of principles and application of evidence based therapeutic approaches to young people and their families in:
 - trauma informed practice;
 - family and community inclusive practice;
 - early psychosis intervention;
 - dual diagnosis (or a willingness to undergo specialised training);
 - stress-vulnerability frameworks regarding wellbeing within a biopsychosocial model of health; and,
 - advanced clinical skills in engaging young people (12 up to 25 years) who have experienced adverse life events.
- Sound, current knowledge of the Mental Health Act, relevant legislation, and current strategic directions of public mental health and primary health care services and experience in navigating mental health service
- Demonstrated understanding of working collaboratively with local services that supports a stepped care approach in working with young people and their families in primary mental health care.
- Skills in the use of motivational interviewing, brief interventions and/or Acceptance and Commitment Therapy
- Highly developed report writing skills, record keeping / data management, word processing and other computer skills.
- Excellent skills in engaging and working with young people, including those from diverse backgrounds and/or with complex needs

Award/Agreement

- Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017.

Salary and Conditions

- Community Development Worker Class 2B – commencing salary dependant on qualifications and experience
- 68.4 hours per fortnight (0.9 FTE) flexible days and times
- Initial 6-month probationary review and then annual performance appraisal
- Based at Wodonga and Wangaratta

Employment Details:

Name:	
Classification:	
Program:	
Award:	
Date Joined Company or Commenced Role	
Responsible to:	
Main Responsibilities	

Performance Monitoring:

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I _____ (*full name*) hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the organisation.

Employee Signature

Date