



POSITION TITLE	Youth Access Clinician
JOB PROFILE ID	P_11032020_CAT20273_HEO5
JOB CATEGORY	Professional
JOB FAMILY	Technical Support
COMPENSATION GRADE	HEO5
MANAGEMENT LEVEL	19 Individual Contributor

POSITION DESCRIPTION SUMMARY

To effectively engage, screen, assess and coordinate the care of young people aged between 12 -25 years with diverse mental health, general health, vocational or drug/alcohol service needs who are referred to or access headspace Camperdown within an early intervention framework. Responsible for liaising with senior staff as appropriate in making clinical and systems decisions in the intake/access role when the CSM or Practice Coordinator is not onsite.

This position is designated as child-related employment. To be able to work in this role, you will need a current Working With Children Check or to consent to WWCC employment screening. Please refer to the Working with Children Policy for further information.

The staff member will work under general supervision with some direction provided on key accountabilities. They will have some discretion to choose between established methods and sequences provided set priorities and deadlines are met. They will be expected to exercise some initiative and judgement in resolving minor problems associated with day-to-day operating procedures. They will carry out the key accountabilities of their role resolving all routine matters linked to their key accountabilities and help with resolving some more complex matters when the need arises with more senior staff members. They will be required to plan their work to ensure that deadlines are met, and goals are achieved. The position holder may provide advice on the approval of more senior staff members or their supervisor.

KEY RELATIONSHIPS

Relationships	Position Title
Supervisor	28610 Clinical Lead, Brain and Mind Centre - Mrs Nicola Paulsen
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.



RESPONSIBILITY DESCRIPTION

1. Assist in engaging young people in the services and activities of headspace, gathering relevant client information, and conduct biopsychosocial assessments and screening of young people referred to or accessing headspace using the agreed headspace assessment tools, policies and procedures, to identify young people who require assistance with:
General health problems
Mental health problems
Substance use problems
Education, training or employment issues,
Or other care or service needs.
2. In consultation with relevant clinicians, coordinate care by assisting the client to access the services they need including:
Consultation and liaising with internal and external service providers regarding care needs according to documented care plans
Work collaboratively with the client, the client's carers and other headspace team members to determine care or service needs and assist with the coordination of care/service needs as required
Support the continuity of client care and information flow between headspace clients, headspace staff and external service providers.
3. With guidance from senior clinical and other staff, carry out assertive monitoring of clients including:
Contacting the client when they miss an appointment as directed
Following up on clients to ensure on-going care as directed,
Putting services in place early when /if signs of mental health or drug and alcohol problems emerge as directed.
4. Assist in the referral of young people to appropriate services either within headspace or other community agencies. Provide information to clients and carers regarding the nature of mental health and substance use problems, other information services available and how to access these.
5. Participate in headspace community awareness activities promoting the health and wellbeing of young people and liaise with relevant community groups, government and non-government service providers.
6. Liaise closely with onsite independent practitioners, local referral agencies and other services
7. Participate in relevant Clinical Meetings.
8. Maintain accurate and timely case notes and online databases as required by headspace National and adhere to headspace Clinical Governance Framework, policies and procedures.
9. Participate in quality improvement projects and research
10. Undertakes ad-hoc projects and other activities. Performs work activities relevant to the role's key accountabilities as approved by the Manager and commensurate to the role's classification level.



EDUCATION

Education

Other - An equivalent combination of training and experience.

Tertiary qualifications - In a relevant field

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications

Registered with AHPRA as an Occupational Therapist - No Issuer...

Registered with the Australian Health Practitioner Regulation Authority (AHPRA) as a Registered Nurse - No Issuer.

Registered with the Australian Health Practitioner Regulation Authority (AHPRA) as a Registered Psychologist or Clinical Psychologist - No Issuer.

Working with Children Check Clearance - No Issuer...

SKILLS

Skills

Ability to make clinical decisions, systems decisions and to triage.

Current knowledge of the health needs of young people and the local youth, mental health and alcohol and other drug agencies and networks.

Demonstrated ability to undertake assessment and screening of clients and their carers and the ability to develop understanding/knowledge of determining care needs and assist clients to access necessary services.

Experience in the provision of clinical mental health services for young people including engaging and providing care with young people ages 12-25 years who have mental health, alcohol and other drug problems

High level of initiative and judgement in handling clinical issues.

Well developed interpersonal and communication skills (written and verbal), problem solving, advocacy and negotiation skills including the ability to consult, liaise and negotiate with young people, family/carers, workers and other agencies.

WORK EXPERIENCE

Work Experience

Competence regarding clinical information systems, software packages and willingness to be trained and implement MDS, the headspace data collection and registration tool. Other software packages i.e. Blue Chip and Medical Director.

Experience working in a multidisciplinary team and constructive working relationships with young people, family/carers and other agencies.

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	FOU
Excels in discipline, field or profession	Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University.	INT
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	INT



Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Delivers service excellence	Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community.	INT
Enables compliance and integrity	Cultivates an environment in which students and staff act with integrity and comply with relevant laws, regulations and policies applicable to the University.	FOU
Financial accountability	Applies prudent financial management practices when undertaking tasks and makes decisions with a consideration of the short and longer term financial implications on organisational effectiveness, and the impacts on University staff, students and community.	FOU
Negotiates effectively	Understands own and others needs to communicate professionally and openly, making appropriate trade-offs to reach optimal outcomes for the University	FOU
Presents with credibility	Presents and facilitates discussion by making information understandable and engaging students, staff and/or the community to generate action and create an impact.	INT
Thinks creatively	Thinks creatively about current challenges and opportunities to develop solutions, encouraging creative capacity in others to optimise outcomes for students, staff and the community.	INT

Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts responsibly	Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University.	FOU
Acts with courage, respect and integrity	Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity.	FOU
Communicates with impact	Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve	FOU
Contributes to the University	Shows an appreciation of the higher education sector and role of the University in the local and international community, supporting the University’s strategy of excellence in research, education, engagement and student experience.	FOU
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	FOU
Displays cross-cultural understanding	Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate.	FOU
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	FOU
Strives to learn	Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective.	FOU
Takes accountability	Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential.	FOU



Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	FOU