

POSITION DESCRIPTION

Position Title:	Mental Health Clinician – Access & Response Team
Award:	Dependent upon qualifications
Classification:	Dependent on applicant qualifications and experience
Site:	This position is primarily based at our headspace site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours/Days per fortnight:	Part-time/Full-time (Negotiable)
Tenure:	Ongoing
Position description developed:	June 2026
Responsible to:	Senior Clinician Access & Response

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

About headspace Bendigo

headspace Bendigo is a free, youth-friendly health and wellbeing service for young people aged 12–25 years, operating under Bendigo Community Health Services (BCHS) as the lead agency. The service provides holistic support across four core streams: mental health, physical and sexual health, alcohol and other drugs, and work and study. headspace Bendigo delivers services in line with the headspace Model of Integrity Framework, ensuring care is evidence-based, youth-led, and responsive to the diverse, evolving and intersecting needs of young people, their families, carers and supporters.

headspace Bendigo is committed to providing more than centre-based clinical care. The service actively engages with the broader community to build mental health literacy, reduce stigma, strengthen referral pathways and increase early help-seeking. This includes partnerships with schools, community organisations and other local services, as well as participation in health promotion and community awareness activities. headspace Bendigo also delivers care through a blend of in-person, outreach and digital modalities, ensuring young people can access support in ways and settings that work for them.

The service operates with a 'no wrong door' approach and a positive risk culture, prioritising engagement before assessment and maintaining family inclusive practice as a core feature of care. headspace Bendigo is part of the national headspace network, connecting young people with national programs including Telepsychiatry and the Work and Study program, and contributing to shared learning and continuous improvement across the network

TEAM ROLE

The headspace Bendigo Access & Response Team provides targeted, evidence-based mental health assessment and early intervention mental health strategies for young people experiencing mild to intensive support needs. The team comprises Social Workers, Counsellors, Psychologists and Occupational Therapists working within an integrated multidisciplinary model, where disciplinary expertise is shared and care is planned collaboratively.

The key function of the Access & Response team is to be the first clinical intervention point for young people seeking to access mental health supports. The Access and Response team works closely with the Therapeutic Team, who provide more intensive support for young people

The team is committed to delivering care that is trauma-informed, culturally safe, family inclusive and responsive to the full context of each young person's life, including psychosocial, developmental and social and economic factors. Outreach, blended digital and in-person service delivery, and community engagement are integral to how the team works. The Access & Response Team also connects young people with the broader headspace national network, including Telepsychiatry and the Work and Study program, ensuring access to a comprehensive range of supports.

POSITION ROLE

The Mental Health Clinician delivers direct clinical services to young people aged 12–25 years presenting with early-stage to moderate mental health, emotional health and wellbeing

concerns, including alcohol and other drug issues. The day-to-day work of the role centres on brief intervention sessions, psychosocial and risk assessment, focused psychological strategies, and case management— including care planning, referral, stakeholder communication and case conferencing.

The clinician holds a direct client contact target and maintains high-quality clinical documentation. The role requires active participation in clinical supervision, allocation and review meetings, and multidisciplinary team processes. Family inclusive practice and youth-led engagement are central to how the work is delivered, with care adapted to the developmental stage, cultural context and individual circumstances of each young person. Beyond direct clinical work, the clinician contributes to community awareness and engagement activities and will participate in headspace Bendigo's developing community outreach program, delivering services in schools, community health services and partner organisations across the Bendigo region . The role also supports blended service delivery, connecting young people with digital headspace programs and national services as part of an integrated care pathway. The position reports to the Senior Clinician of the Access & Response Team.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide psychosocial mental health assessment, counselling, brief intervention, risk assessment and other targeted interventions and consultations for young people aged 12–25 years experiencing or at risk of mental health, emotional health and wellbeing concerns — including those with moderate to more intensive support needs, co-occurring presentations, and diverse, evolving and intersecting psychosocial needs.
- Provide alcohol and other drug assessment and intervention as required
- Provide case management functions, making referrals, sharing information with stakeholders as required
- Provide at minimum 55% direct client intervention appointment hours per week
- Participate in care plan development, case coordination, presenting at clinical allocation & review meetings and case conferencing as a member of the headspace team
- Engage with family, carers and supporters of young people as partners in care, embedding family inclusive practice as a core feature of service delivery, with involvement varied in a developmentally appropriate and safe way
- Demonstrate skills, attitudes and knowledge that are positive about young people and their mental health, including promoting youth lead practice
- Engage actively in furthering skills and knowledge in working with young people across relevant age ranges and developmental stages
- Exercise clinical judgement in own practice as well as in supporting the practice of your peers, including through clinical meetings, and providing specialist expertise or advice to the team or external stakeholders
- Actively participate in clinical and administration supervision
- Engage in the planning, delivery and evaluation of community awareness and engagement activities and events as offered by headspace Bendigo, some of which may involve out of hours work
- Complete high quality clinical notes using an electronic medical record within agreed time frames and in accordance with BCHS and relevant professional body policies and procedures

- Completion of all program specific administration tasks within the required time frames
- Support young people to access headspace digital services as part of an integrated care pathway
- Application of AI-enabled tools in a safe, transparent and clinically appropriate manner, ensuring they support (not replace) professional judgement, uphold young people's privacy and confidentiality, and align with BCHS policies & procedures, evidence-based practice, and Australian digital health guidelines
- Complete annual renewal of registration to practice (as required)
- Participation in regular performance reviews and appraisals and completion of internal Mandatory training
- Contribute to service integration, team development and headspace goals
- Document and maintain clear and accurate records that support headspace performance accountabilities such as targets, budgets, reports, reviews
- Engage with headspace National programs as required ie: headspace National Telepsychiatry and Work and Study program
- Deliver all duties in line with the requirements of the headspace model integrity framework
- Contribute to headspace Bendigo's community outreach program as it develops, including delivering services in schools, small towns and with partner organisations across the Bendigo region
- Adhere to established policies and procedures, and where required exercise initiative and judgement where these are not defined
- Undertake responsibilities of the position adhering to professional standards, relevant legislation and Occupational Health and Safety legislation and requirements
- Working within current equity and access legislation/standards inclusive of all abilities, cultures, genders, sexuality, ages and faith
- Willingness to perform other duties as directed that are within the limits of the staff member's skill and competence to support operational requirements of the service

KEY SELECTION CRITERIA

Essential

1. Relevant tertiary qualifications in mental health, psychology, social work, nursing, occupational therapy, or psychotherapy/counselling, with discipline-specific registration or accreditation as follows: Psychologist (current AHPRA registration, general or endorsed); Social Worker (AASW membership); Registered Nurse (current AHPRA registration with mental health nursing specialisation); Occupational Therapist (Masters-level qualification and demonstrated specialist mental health practice); Counsellor/Psychotherapist (current registration with PACFA or ACA at Clinical or equivalent membership level minimum).
2. Demonstrated ability to complete psychosocial assessments, risk assessments and AOD screening, and to develop and implement care plans for young people aged 12-25 years, including those with moderate to more intensive support needs and co-occurring or intersecting presentations.
3. Demonstrated experience in the provision of evidence-based therapeutic care, including individual counselling, focused psychological strategies and brief intervention, with a commitment to critical reflection, measurement-based practice and continuous professional development.

4. Demonstrated ability to engage effectively with young people who may be reluctant to seek help or facing barriers to care, using flexible, youth-centred and strengths-based approaches, and to work collaboratively with families and carers as partners in care.
5. Demonstrated knowledge of and commitment to culturally safe, trauma-informed practice, including an understanding of the specific needs and experiences of First Nations young people, young people from multicultural backgrounds, and other priority population groups.
6. Demonstrated ability to work effectively as a member of a multidisciplinary team, contribute to case coordination and clinical review processes, and exercise sound independent clinical judgement when required.
7. Ability to accurately record and document clinical information, collect and collate data within required timeframes, and use outcome data to inform care planning and clinical decision-making, in keeping with legal, ethical and professional standards.
8. Current Working with Children Check, current Driver's Licence
9. The successful applicant will be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Post graduate qualifications in Mental Health

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide service delivery to at least the minimum level required by the funder.
- Demonstrate positive outcomes for clients through your intervention.
- Show evidence of an integrated service delivery approach for clients.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

Approved by: Senior Leader headspace Bendigo

Date Approved: 4/6/2026

Manager Name:

Manager Signature:

Date:

Employee Name:

Employee Signature:

Date: