

Position Description

Position Title:	Clinical Coordinator
Service/Program:	headspace
Approved By:	General Manager Operations
Date Effective:	September 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure that Relationships Australia Victoria (RAV), as the Lead Agency for headspace Bairnsdale and Sale, provides high quality clinical services through the provision of Clinical Coordination and day to day operational direction to the headspace Sale team, a Satellite service to headspace Bairnsdale. This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Service: headspace

headspace provides information, support and services to young people aged 12-25, and their families and friends. Services cover 4 core areas: mental health and wellbeing, physical and sexual health, work and study support, and alcohol and other drug services

Position Specifications

Line manager	Centre Manager headspace Bairnsdale and Sale
Manages	Nil
Key external liaison	Young people, their families and friends that access the headspace centre. Primary Health Network staff, Consortium partner organisations and staff, local youth, health and community service providers, schools and staff, other external partners, vendors, providers and key stakeholders
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

The Clinical Coordinator is a key leadership position within the headspace Bairnsdale and Sale team, supporting the Centre Manager headspace Bairnsdale and Sale, with the day-to-day operational direction of clinical and administrative staff at the headspace Sale Satellite centre.

Under the supervision of the Clinical Lead, the Clinical Coordinator is responsible for providing clinical supervision and guidance to the headspace Sale clinical team, ensuring that day-to-day clinical work effectively meets the needs of young people and ensures that staff are well supported in undertaking their clinical duties. The incumbent, under the supervision of the Clinical Lead, will also be engaged in clinical and caseload reviews and will actively manage referrals and demand for clinical services and contribute to the development of evidence-based and innovative clinical services and will promote the delivery of mental health services that are of the highest quality.

The Clinical Coordinator will deliver direct clinical services. The incumbent must have an advanced level of experience in working with young people and their family and friends, and be committed to their health, wellbeing, and safety. The Clinical Coordinator works as part of a multidisciplinary team, including general practitioners, allied health clinicians, community engagement workers, and support staff. They will also work closely with local community and partner youth and health services to provide holistic and integrated care.

Key Result Areas (KRAs)

Area	Tasks
Operational coordination and clinical supervision provision	• Provide day to day operational / site coordination for the team at the centre ensuring provision of quality service to clients and safe work environment for staff. The Clinical Coordinator will support the Centre Manager in their management of the centre staff, • Have OHS responsibilities for the headspace Sale site when the Centre Manager is not on site and support the Centre Manager headspace Bairnsdale and Sale to ensure OH&S and risks are managed effectively at the Sale site and efficiently reported to senior management. • Provide clinical supervision and mentoring to clinicians, in line with professional requirements and organizational standards as well as debriefing and escalation pathways for complex cases to ensure timely clinical decision-making. • Ensure accurate and appropriate case records are maintained by all staff and are compliant with organisational standards and legislative requirements. • Under the supervision of the Clinical Lead, coordinate clinical governance processes including case reviews, clinical risk management, and adherence to clinical guidelines and protocols • Promote youth participation and engagement by ensuring Satellite services are co-designed and youth-friendly and support Satellite staff to work in a youth-inclusive and developmentally appropriate way. • Advocate for the inclusion of young people's voices in service planning, delivery, and evaluation and ensure care planning is collaborative, respectful, and empowering for young people and their families. • Ensure the clinical team has access to current and evidence-based tools, resources, and protocols, including AOD resources.
Clinical practice - clinical assessment and reporting	• Implement and undertake clinical practice responsibilities including the assessment of a young person's needs, including complex risk assessments and requires the ability to action a plan to mitigate any identified risk. • Practice safely within their profession and their own scope of practice. • Undertake the required screening and assessing needs, prioritising and making appropriate follow up appointments and referrals. • Participate in the Access and Intake system and respond to client phone calls and general enquiries as required, if escalated or secondary advice and support is required by the immediate team. • Ensure services are culturally safe, youth-friendly, and inclusive of diverse backgrounds, identities, and lived experiences. • Provide families with relevant information, education, and referrals to family support services. • Ensure a welcoming and inclusive environment for families and carers who attend the service and work within a family-inclusive framework while upholding the young person's autonomy and confidentiality. • Support young people to access accurate, youth-friendly AOD information and refer to internal clinicians or external AOD services when needed. • Participate in regular individual and group clinical supervision by provided by the Clinical Lead. • Participate in group supervision for Clinical Supervisors provided by RAV Practice Specialist.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

Client engagement and contact with key stakeholders/groups	- Effectively engage with, coordinate care, and provide clinical interventions for young people aged 12-25 years who request service from the centre. - Build a positive rapport with a wide range of young people, as well as their family and friends. - Work alongside the Community Engagement Officer to represent headspace and promote the centre's services at community awareness events.
Capability management, development and practice	- Actively seek and review outcome data and client experience measures and use this information to improve practice and achieve improved outcomes. - Stay contemporary in professional competency and skills through active participation in supervision, professional development and clinical review.
Continuous improvement	- Demonstrate commitment to the objectives of the team and headspace and show considerable drive and effort in achieving work and headspace goals. - Utilize data and feedback to identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and headspace goals. - Promote a culture of continuous learning and reflective practice and identify training needs and support professional development across the clinical team.
Policies procedures and systems	- Adhere to and comply with headspace and Relationships Australia Victoria policies, processes, and procedures, using appropriate systems when required. - Model the organisation's values, playing a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. - Proactively communicate, identify, report, assess OHS-related risks and hazards at the headspace site.
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Provision of effective day to day coordination of clinical and operational services at the headspace centre.
- Delivery of professional, high quality clinical (individual and group) services to clients.
- Provision of clinical supervision (individual and group) to Satellite clinical team, as required within the RAV Staff Enterprise Agreement
- Effective participation in supervision (individual and group) and professional practice development.
- Provision of timely and comprehensive site progress reports as required to the Centre Manager and Clinical Lead on all key result areas.
- Prompt reporting of notifiable incidents to the Centre Manager and Clinical Lead.
- Compliance with headspace and RAV policies and procedures.

Key Selection Criteria (KSC)

Mandatory KSC:

- Degree qualification with mental health credentials, including Mental Health Nurse, Mental Health Occupational Therapist, Psychologist or Provisional Psychologist (under supervision) or Mental Health Social Worker.
- Current registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).
- Completed Clinical Supervision training and the demonstrated experience in the provision of clinical supervision and the facilitation of clinical review
- Previous experience in a similar capacity or role in a similar organisation.
- Advanced level clinical and interpersonal skills (and demonstrated experience) in a range of mental health and/or community health service settings, which includes managing young people at risk of suicide and/or family violence/other abuse.
- Proven organisational skills with the ability to prioritise and manage own workload to meet timeframes and job-related expectations.
- Excellent communication and interpersonal skills.

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- Ability to work independently, within a team environment.
- Experience in providing clinical supervision.
- The ability and experience to undertake intake and screening activities to determine client needs, and to assist clients to access appropriate services.
- The ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks.
- Must have own vehicle and current Victorian driver's licence.

Desirable KSC:

- Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including young people who are from rural and remote settings, culturally and linguistically diverse, First Nations, and LGBTQI.
- Experience in implementing service development initiatives/directives, maintaining continuous quality improvement and OHS standards.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- The ability and experience to be able to deliver brief therapeutic interventions, counselling services and treatment planning.
- Experience working in a multidisciplinary team environment, coordinating client care.

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.