

POSITION DESCRIPTION

Position Title:	Clinical Manager – headspace
Award:	Dependent upon qualifications
Classification:	SACS Grade 7 or equivalent
Site:	Primarily based at our headspace site - may be required to work from any BCHS site or outreach location
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	August 2026
Responsible to:	Senior Leader headspace Bendigo and Youth Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is the lead agency for headspace Bendigo. 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, with a focus on priority populations 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.

The service operates with a 'no wrong door' approach and a positive risk culture, prioritising engagement before assessment and maintaining culturally safe and 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

headspace supports the health and well-being of young people through direct therapeutic care and support. The service also leads coordinated care and referral pathways internally to other headspace programs and across the wider BCHS program profile. headspace engages with community to improve community awareness of issues affecting young people, the impacts on their health and wellbeing, and strengthen understanding on the ways that communities, young people, their families, carers and supporters can contribute to improved wellbeing.

POSITION

This is a newly established leadership position at headspace Bendigo, reporting to the Centre Manager. The Clinical Manager provides strong clinical acumen and leadership for the multidisciplinary clinical team (including GP's), with responsibility for clinical practice leadership, performance and quality and safety. Senior clinicians and GP's report directly to this position. The role is responsible for leading efficient and effective clinical systems, such as referral and waitlist management, caseload allocation, clinical and case review processes, and risk management.

The headspace Bendigo service model is relational, strengths-based, and grounded in the social model of health, with clinical staging underpinning the centre's approach to early intervention. The Clinical Manager is responsible for the day-to-day delivery of this framework, improving and adjusting as the service grows. The Clinical Manager is a key member of the senior leadership team responsible for the design and implementation of region wide service delivery, in line with the headspace model integrity framework model of care.

POSITION RESPONSIBILITIES

1. Clinical Leadership, Supervision and Practice

- Provide line management to Senior Clinicians and physical health team.
- Provide clinical leadership, secondary consultation and expert advice to headspace, co-located and private practitioner staff across mental health, alcohol and other drug, and physical health services.
- Exercise sound clinical judgement in own practice and in supporting the clinical practice of the team, including on complex and escalated matters.
- Ensure clinical staff are appropriately oriented and provided with adequate, regular and high-quality clinical supervision.
- Chair weekly Clinical Review & Allocation Meetings and undertake regular case and clinical reviews with headspace and co-located staff.
- Support direct psychosocial mental health assessment, counselling, brief intervention, alcohol and other drug assessment / support, and other clinical interventions for young people aged 12–25 years, if required due to operational requirements.
- Champion family inclusive practice and ensure integration across the centre.

2. Service Quality and Continuous Improvement

- Lead the ongoing planning, monitoring, evaluation, reporting and continuous improvement of clinical services, ensuring the model of care remains consistent with best practice principles and the headspace Model Integrity Framework.
- Monitor, analyse and interpret service data to track performance and deliverables in line with the headspace Model Integrity Framework and funding requirements.
- Undertake the development, delivery and review of significant projects and programs, working in partnership with the lead agency and external partners as required.

3. Governance, Safety and Compliance

- Clinical responsibility for the coordination and oversight of clinical services.
- Establish and monitor adherence to operational policies and procedures that ensure safe, effective and evidence-based clinical practice, including use of AI, scope of practice guidelines, screening tools and other standardised documentation.
- Oversee clinical record keeping, facilitating good clinical management and accountability, maintaining accurate records in accordance with the Health Records Act.
- Maintain professional registration relevant to the inherent requirements of the position.

4. Stakeholder Engagement and Partnerships

- Build and maintain effective relationships with key stakeholders across health, mental health and psychosocial services, enabling integrated service delivery for young people across the region.
- Actively develop partnerships and care pathways beyond Bendigo, building the centre's presence and credibility as a regional partner in youth mental health.
- Champion family and friend inclusive practice as a core principle of service delivery.

5. Operational and Site Management

- Available onsite during service hours to ensure provision of in person clinical leadership.
- Assume responsibilities as acting site manager and/or acting Centre Manager in the absence of the headspace Centre Manager, maintaining continuity of service operations and staff support.
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- Provide flexible service delivery as required by funding bodies, including services to regional communities, extended hours and participation in community engagement activities outside of rostered hours.
- Participate in relevant training, professional development and recruitment activities.
- Undertake other duties consistent with the position as required or requested by the headspace Bendigo Manager.

KEY SELECTION CRITERIA

Essential

1. Relevant tertiary qualifications (undergraduate and postgraduate) in, psychology, social work, nursing or occupational therapy, with discipline-specific registration or accreditation as follows: Psychologist (current AHPRA registration, general or endorsed); Social Worker (AASW accreditation as a Mental Health Social Worker); Registered Nurse (current AHPRA registration with mental health nursing specialisation); Occupational Therapist (Masters-level qualification, current AHPRA registration and demonstrated specialist mental health practice).
2. Demonstrated advanced clinical expertise in youth mental health, including superior clinical judgement and the ability to lead evidence-based, clinically staged practice within a community setting. This includes proven capacity to navigate complex clinical risk, hold clinical accountability across a team, and maintain rigorous standards of safe care
3. Demonstrated ability to build individual and team clinical capability through supervision, mentoring, and practice development, including experience supervising senior clinicians and students, with a track record of developing competent, confident practitioners in a mental health setting
4. Demonstrated commitment to and application of trauma-informed, culturally safe practice, including experience building the cultural capability of a team or service, with an understanding of the specific cultural needs of the Bendigo region, including Aboriginal and Torres Strait Islander communities, Karen communities, and other priority populations
5. Demonstrated experience leading and managing teams, with a track record of setting clear performance expectations, holding people accountable to workplace standards, and driving a culture of high performance, professional conduct, and continuous improvement
6. Demonstrated capacity to shape and drive service development strategically, including leading a team through a shift in service orientation. This includes building and sustaining effective partnerships across a broad regional footprint and working collaboratively within organisational partnerships to drive regional youth mental health outcomes
7. Current Employee Working with Children Check and Current Driver's License.
8. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Post graduate qualifications in change management; health leadership or other related leadership qualification.
2. Qualification in Clinical Governance; Clinical Safety or other relevant clinical standards qualification.

3. Post graduate qualifications in relevant clinical fields (eg. Masters of Family Therapy, Masters of Addictive Behaviours)

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 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.

- Clinical governance and supervision frameworks are reviewed, maintained and demonstrably improving workforce capability and clinical safety
- Stakeholder relationships and regional partnerships are actively developed and maintained, with headspace Bendigo positioned as a credible regional partner in youth mental health
- Service expansion into the broader regional area is progressing in line with agreed implementation milestones
- Direct reports are actively managed, with clear performance expectations set and reviewed regularly
- 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:

Senior Leader Name:

Senior Leader Signature:

Date:

Employee Name:

Employee Signature:

Date:
