

# Position Description

<b>Title</b>	Team Leader Clinical Services
<b>Business Unit</b>	headspace Horsham
<b>Location</b>	77 Hamilton Street, Horsham
<b>Employment type</b>	Full time Ongoing
<b>Reports to</b>	Senior Clinical Advisor

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills, and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## About headspace Horsham

headspace provides counselling and support to young people from 12 - 25 years. The centre is a safe zone for young people to access support for mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support. The service covers issues such as relationships, bullying, anxiety, depression, substance use and uncertainty about future plans.

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation, and gender identity.

headspace promotes and encourages a Family and Friends Inclusive and Participation Practice focus which is integrated into headspace Horsham's services framework approach.

headspace Horsham is operated by Uniting Wimmera. All headspace centres are funded by the Australian Government Department of Health. Administration of funding is carried out by the local Primary Health Network, in this case, Western Victoria Primary Health Network.

## Position Description

### Team Leader Clinical Services

#### 1. Position Purpose

The Team Leader Clinical Services provides direct service to young people, secondary consultation for staff, supervision of a small staffing group and authoritative Team Leadership. The position plays a critical role in the maintenance of effective clinical governance assessment and delivery of services for young people relevant to quality and safety standards.

The Team Leader will be responsible for:

- Supervision of Clinicians within headspace Horsham.
- Youth engagement, intake, counselling, referral, advocacy, and care coordination.
- Maintaining a full client case load in line with the Youth Enhanced service agreement.
- Providing secondary consultation for all centre staff.
- Establishing and maintaining effective referral pathways in and out of headspace Horsham for young people with complex requirements.

The Team Leader Clinical Services works under the direction of the Senior Clinical Advisor and is an integral part of the headspace Horsham leadership team.

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#### 2. Scope

**Budget:** Nil

**People:** Direct reports: headspace Horsham Clinical staff

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#### 3. Relationships

The Team Leader Clinical Services is required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace and Uniting Wimmera to the public, community, government and other organisations.

##### Internal

- All members of the headspace team
- Senior Clinical Advisor
- Team Leader Centre Operations headspace Horsham
- Senior Manager Alcohol and Other Drugs, Mental Health and Disability (Wimmera)
- Other Uniting Wimmera staff

##### External

- Practitioners providing services through headspace Horsham and headspace National
  - Western Victoria Primary Health Network
  - Tertiary services
  - General Practitioners
  - Other community organisations
  - Schools
  - Employment agencies
  - Mental Health Service organisations
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## Position Description

### Team Leader Clinical Services

#### 4. Key Responsibility Areas

##### Service Delivery

- Conduct evidence based best practice clinical assessments and treatment.
- Integrate family and friends' inclusive practices into care delivery to the young person as well as their family/friends.
- Travel to outreach locations as required.
- Perform other duties consistent with the position where required and/or requested by management from time to time.

##### Team Leadership and Management

- Work collaboratively with the Senior Clinical Advisor to provide Team Leadership to headspace staff and Private Practitioners in the delivery of primary mental health care to young people and their families.
- Responsibility for maintaining clinical governance processes to support the headspace service delivery.
- Where required, and in conjunction with the Senior Clinical Advisor, provide clinical mental health supervision and secondary consult to staff including intake and assessment, case review, client allocations, referrals and escalation of care and interagency collaboration for people with acute and complex needs.
- In collaboration with the Senior Clinical Advisor, monitor and lead the ongoing delivery and improvement of a high standard of evidence-based care to clients, including appropriate counselling and therapeutic services across the mental health spectrum.
- Build relationships and effective referral pathways with Uniting, consortium members and external stakeholders (including but not limited to Tertiary Services).

##### People and Teams

- Establish, lead, coach and inspire an engaged and productive team.
- Lead the team in leading practices and effective process governance.
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment, in line with Uniting's values and purpose.

##### Reporting

- Closely monitor client records and care plans ensuring they are up to date and meet quality standards and complete statistical and other information requirements in a timely and accurate manner.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational and funding body requirements.
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services at the headspace centre.

##### Quality and Risk

- Contribute to the vision, strategic planning, and relevant policy development for the headspace centre and actively participate as a member of the leadership team.
- Work with the Senior Clinical Advisor to develop and review clinical governance documents and processes.
- Ensure compliance with relevant quality and safety professional and healthcare standards.
- Identify and actively mitigate clinical risk issues and areas for improved clinical outcomes.
- Foster and promote a continuous learning environment that responds to the needs of services.
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with headspace and Uniting procedures.

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### Team Leader Clinical Services

- Identify and participate in personal development that ensures the continuing high delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.

#### Personal Accountability

- Demonstrate and maintain personal competency in the performance of high quality clinical and technical skills through involvement in direct service delivery.
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation.

## 5. Person Specification

#### Qualifications

- Tertiary level qualifications in an allied health discipline including social work, psychology (clinical, counselling, 4+2 or 5+1 pathway), mental health nursing or occupational therapy.
- In addition to tertiary qualifications, Social Workers, Occupational Therapists and Mental Health Nurses must have completed additional mental health specific training or endorsement in mental health.
- Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).

#### Experience

- Demonstrated experience being accountable for clinical governance structures and service development, with a focus on continuous quality improvement.
- Extensive experience in evidence based and best practice clinical triage, assessment, treatment, referral and case management with specific skills in the early identification of emerging mental health issues and the development and implementation of plans for young people.
- Experience working with clients who have severe and complex mental health issues, as well as young people at risk of suicide and violence.
- Demonstrated experience in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical case review and performance management processes.

## Position Description

### Team Leader Clinical Services

#### Core Selection Criteria

- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and database applications.
- High levels of professionalism, confidentiality, discretion and the ability to adapt to changing work environments and requirements.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Well-developed knowledge of young people's developmental stages, youth mental health issues, drug and alcohol issues and issues currently impacting on young people's wellbeing.
- Operates with a high level of individual integrity, responsibility and professionalism. Has the capacity to be a consistent and reliable role model within the team.
- Demonstrated experience of consulting and collaborating with other professions and networks to improve client outcomes.
- An understanding of rural issues impacting on young people's wellbeing.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

#### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

#### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

##### Employee

Name:

Signature:

Date: