



POSITION TITLE:	Clinical Lead (headspace Hamilton)
POSITION NUMBER:	HS005
POSITION LOCATION:	Hamilton
CLASSIFICATION:	SCHADS Level 7 (Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Health Leadership Team – Health Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Health Services Division at Brophy provides early intervention health and wellbeing and AoD services for young people across the South-West region of Victoria.

AoD programs include:

- Drug and Alcohol Responding Early (DARE) for young people at risk of harm from substance use aged 12 - 25 across the south west region incorporating WILD adventure therapy interventions for young people aged 12 - 25 at risk of substance use and mental health presentations.

The Health Services Division operates the headspace model across the following programs:

- headspace Warrnambool provides early intervention health services to young people aged 12 – 25 years, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical and sexual health, educational and vocational support, and alcohol and other drug services. We endeavour to promote community awareness and engagement strategies to reduce stigma and early help seeking behaviour.
- headspace Portland is a satellite service governed by headspace Warrnambool, providing an early intervention mental health service to young people aged 12 – 25 years along with assistance in promoting young peoples' wellbeing with referral pathways to physical health, educational and vocational support and alcohol and other drug services provided via the DARE program.
- Enhancing Mental Health Support in Schools Program – in allocated schools in the south west region.
- Youth Enhanced (YES) – an early intervention and recovery focused specialised assessment and treatment service for young people 12 – 25 years living in Warrnambool who experience mental health problems and at risk of persistent and enduring mental illness, including severe mental illness.
- headspace Work and Study that integrates employment and vocational support with clinical mental health and non-vocational support, for young people engaged in headspace services, who are seeking to enter or remain in education or employment.
- headspace Early Career Program delivers allied health student mental health placements and graduates employment to headspace Warrnambool providing comprehensive youth mental health education and professional clinical supervision with the aim to increase the number of trained mental health clinicians to deliver headspace services in the future.

During 2023, the Division will establish and launch a headspace Centre in Hamilton. Once established, the Centre will provide services across the four core streams of mental health, physical and sexual health, educational and vocational support, and alcohol and other drug services.

Brophy Family and Youth Services is the Lead Agency for the headspace Warrnambool Consortium and the Portland Advisory Committees.

PRIMARY PURPOSE OF ROLE

The Clinical Lead is a key senior leadership position at Brophy, located in the Health Services division to lead and manage mental health care services for young people, their families and friends operating under the headspace Hamilton service model.

The Clinical Lead is responsible for providing clinical leadership to clinical teams to ensure that mental health counselling services are youth friendly, culturally appropriate and family inclusive to meet the needs of young people's mental health and wellbeing needs.

The Clinical Lead has responsibility for the development and continuous review of evidence-based and innovative clinical services and will promote the delivery of services that are of the highest quality through regular evaluation, improvements, and best practice standards.

The Clinical Lead will be instrumental in providing high quality line management support and clinical supervision, including secondary consultations, to ensure the provision of quality and safe services in accordance with Brophy's clinical governance systems and service standards.

This leadership role will be instrumental in leading the development and review of critical management and clinical systems and foster a continuous improvement culture to achieve program outcomes. This will include the delivery of a small clinical caseload, as required, in respond to priority referral demands.

The Clinical Lead will lead and provide timely support to a multidisciplinary team and be an experienced and innovative professional with considerable knowledge and experience in leading teams to achieve quality service outcomes through contemporary management approaches and professional supervision in early intervention mental health service delivery.

The Clinical Lead will work collaboratively with stakeholder partners through effective relationships to achieve partnership outcomes to improve young people's access to appropriate mental health care and wellbeing services across the region.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders, and funding partners in the provision of the program through effective integrated care pathways that evidence improved outcomes for young people and continuously improve the development of the headspace service model in response to service demand.

The position will work in a collaborative and collegiate approach with other management roles within the headspace Hamilton, Warrnambool and Portland. This may require travel throughout the region to connect and collaborate with the regional headspace team, stakeholders and to attend Brophy organisational meetings.

The position is required to work autonomously, with a high level of accountability in leading a multidisciplinary team to deliver headspace services in the region in accordance with quality frameworks, funding requirements and Brophy clinical governance and accreditation frameworks.

The position will drive a learning culture through regular planning, review and evaluation to ensure that service operational systems and improvements provides a seamless and positive experience for young people, their families and friends, and achieves program and organisational outcomes.

The position will be accountable for the supervision of the mental health counselling team members and provide operational support to private practitioners operating under the headspace model.

The Clinical Lead will have access to and be responsible for participating in clinical supervision as required by their professional registration body.

REPORTS TO

The position reports to the Executive Manager – Health Services.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Develop and oversee program's professional development plan and budget.
- Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.

- Deliver and participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Establish clinical governance processes and procedures at headspace Hamilton in collaboration with the headspace management team and key stakeholder partners.
- Manage funded program delivery in accordance with service agreements, quality and safety, and evaluation frameworks.
- Lead and effectively administer the program services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.
- Undertake research, service mapping, needs analysis and program evaluation to meet best practice and inform program planning and implementation.
- Monitor and lead the ongoing delivery and improvement of a high standard of evidence-based care to clients, including appropriate clinical services across the mental health spectrum.
- Provide clinical leadership, consultation and expertise to clinical staff and private practitioners in the delivery of early intervention mental health care to young people, their families and friends.
- Develop and review clinical governance documents and processes.
- Demonstrate and maintain personal competency in the performance of high quality clinical technical skills through involvement in direct service delivery.
- Contribute to the vision, strategic planning, and relevant policy development for headspace services and actively participate as a member of the leadership management team.
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services.
- Ensure clinical staff are appropriately orientated and provided with adequate supervision, training and professional development, including clinical supervision of tertiary students, provisional and early career clinicians.
- Provide clinical oversight of case allocations, ensuring the right care at the right time.
- Ensure clinical review meetings are held regularly.
- Ensure clinical documentation is timely, effective and completed to required standards, including undertaking regular clinical audits, identifying and implementing improvements.
- Manage clinical resources in a flexible and efficient manner to effectively manage demand and ensuring a timely and responsive service delivery.
- Support consumer participation and mental health literacy activities, as required.
- Contribute to a team approach to maintaining evidence systems and accreditation processes to comply with service standards.
- Act as Line Manager as required.
- Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of Brophy Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Facilitate team meetings and team planning days.
- Lead in ways to capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by your Line Manager

Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development, and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Essential Qualifications & Experience:

- Tertiary level qualifications in an Allied Health discipline including Social Work, Psychology, Mental Health Nursing or Occupational Therapy.
- Current full registration with the Australian Health Practitioner Regulation Authority (APHRA) or current full membership with the Australian Association of Social Workers (AASW).
- Minimum 4 years demonstrated experience within the mental health field, including delivering contemporary, evidence-based practices and therapeutic interventions appropriate for young people.
- Demonstrated experience and advanced level clinical leadership skills in a range of mental health service settings, including demonstrated experience working in youth mental health settings.
- A current Drivers Licence.

Experience, Knowledge and Skills:

The successful candidate will have the best combination of the following characteristics:

- APHRA approval to provide supervision to clinical placement students is highly desired.
- Experience in complex clinical triage, assessment and referral.
- Experience in service development and maintaining continuous quality improvement.
- Demonstrated experience in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and performance management processes.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.
- Advanced clinical skills in managing young people at risk, including suicide and violence risks with co-existing needs such as alcohol and other drugs
- A broad understanding of the mental health service system in the state and national reforms, and knowledge of relevant legislation.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed timelines.

- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Penny Bolton
POSITION: Executive Manager Health Services
DATE: 11 May 2023

ACCEPTED BY INCUMBENT

NAME:
SIGNED: _____
DATE: ____/____/____