

Position Description

Title	Team Leader, Clinical Services
Business Unit	headspace Horsham / Collaborative Services Development / AOD, Mental Health, Carer Services & Tasmania
Location	77 Hamilton Street, Horsham
Employment type	Full Time, Ongoing
Reports to	Manager, Youth Mental Health Practice

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

1. Position Purpose

headspace is Australia's National Youth Mental Health Foundation providing early intervention and mental health services to 12–25-year-olds. The service is designed to make it as easy as possible for a young person and their family to get the help they need for problems affecting their wellbeing. This covers four core areas: mental health, physical health, vocational support, and alcohol and other drug services. headspace Horsham is operated by its Lead Agency, Uniting Vic/Tas to find out more about headspace visit www.headspace.org.au

This role will provide leadership and clinical oversight of day-to-day clinical operations delivered at the headspace Horsham. The position plays a critical role in the maintenance of effective clinical governance and delivery of services for young people relevant to quality and safety standards. This role will also carry a small clinical load.

2. Scope

Budget: Nil

People: 4 – 6 direct line reports

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3. Relationships

Internal

- Clinical Services Team
- Team Leaders, Operations
- Manager, Youth Mental Health
- All members of the headspace team
- 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 and mental health service organisations
- Other community organisations
- Schools, vocational services, employment agencies

4. Key Responsibilities

Leadership

- Develop, communicate and implement a work plan for the team that aligns with the organisations goals and meets programs objectives.
- Effectively allocate resources to optimise service deliver and meet targets.
- Support and lead change initiatives, adapting to changes in needs, trends and priorities
- Build and maintain positive relationships with internal and external stakeholders to ensure effective quality service delivery and build opportunities for collaboration
- Develop and maintain a connection to the sector to ensure that the work is informed by best practice, trends and opportunities
- Role model, promote and support both internal and external collaboration
- Develop and maintain strategic internal and external partnerships including active participation or leadership of network or project meetings.
- Promote and raise profile internally and externally of the work of headspace Horsham

People and teams

- Lead, motivate and develop a high performing team, fostering a culture of collaboration, accountability and innovation.
- Provide clinical supervision, guidance, and mentorship to staff, ensuring professional growth and development opportunities are available and utilized.
- Establish clear performance expectations, regularly evaluating individual and team performance, providing constructive feedback and recognising achievements.
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Create opportunities and support the designated lived and living experience workforce
- Foster a culture of continuous improvement within the team, encouraging innovation, creativity, and learning from both successes and failures to enhance program effectiveness and sustainability.
- Support a learning and reflective environment where staff are supported to provide services that are informed by current evidence-based practice (ie via supervision / in-service training opportunities / professional development etc).

Clinical Services Leadership

- Lead, support and manage the staffing, operational and administrative requirements of the team / programs
- Lead the development, implementation, and evaluation of programs to address the needs of the community, in alignment with organizational goals and funding requirements.

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- Ensure the delivery of a high standard of evidence-based care to clients, including appropriate clinical services across the mental health spectrum.
- Develop and implement plans for program delivery, including setting objectives, timelines, and resource allocation to ensure effective and efficient service provision.
- Oversee the collection, analysis, and reporting of program data and outcomes, using evidence-based practices to measure program effectiveness and inform decision-making and continuous improvement.
- Monitor program outcomes and deliverables and ensure that reports are prepared in a timely manner and that deliverables are being met
- Conduct regular program evaluations to measure program outcomes, identify strengths and areas for improvement, and communicate results to stakeholders.
- Prepare grant applications to support program sustainability, growth and / or innovation – as required
- Facilitate processes that support quality practice e.g. intake, case reviews etc
- Promote evidence based clinical practice and leadership in the clinical decision-making processes regarding the care of young people attending the centre

Clinical Services

- Provide short-term evidence-based interventions to young people with mild-to-moderate mental health issues. Integrate family and friends' inclusive practices into care delivery to the young person as well as their family/friends.
- Provide clinical service delivery in a range of modalities as appropriate to the needs of each young person, for example face-to-face, Telehealth and phone-based.
- Administer and interpret screening, including AOD screening, and therapeutic measures to ensure quality service deliver
- Conduct comprehensive assessment, planning, implementation and evaluation of care in collaboration with the client and the multidisciplinary team to achieve health goals and outcomes.
- Develop, review and close care plans in partnership with young people, their family and friends.
- Maintain timely, accurate and current clinical records ensuring documentation meets professional and legal standards.
- Ensure ongoing evaluation of client risk factors.
- Complete triage work as required, responding to service enquiries, screening new referrals and scheduling intake appointments.
- Conduct health promotion activities – as appropriate - which enhance consumer health and wellbeing and encourage and empower consumers to participate in their own health care.
- Collaborate with other health professionals to ensure client safe and effective transition across the care continuum and facilitate referrals to appropriate health resources and services.
- Convene and participate in multidisciplinary meetings with clients and their family/friends as required.

Quality and Safety

- Ensure the service meets relevant standards including National Mental Health Standards and headspace National governance and compliance requirements (including privacy and confidentiality)
- Oversee the data collection and compliance with relevant data sets
- Implement and oversee the risk management policies and procedures as appropriate to a youth mental health service
- Respond to, and provide leadership and support staff during critical incidents and high risk situations; and identify areas for improvement for improved clinical outcomes
- Oversee feedback mechanisms to ensure that feedback is sought from all key stakeholders and that complaints are handled in accordance with policy and procedures.
- Demonstrate commitment to developing, promoting and progressing continuous quality improvement initiatives.

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Legal requirements & risk management

- Oversee the practice of the clinical services team to ensure that work is carried out in a safe and sustainable manner
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- 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.
- Identify opportunities to integrate and work collaboratively across teams.
- 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
- Escalate complaints in accordance with Uniting's and headspace National policies and procedures.
- 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 organization

5. Person Specification

Qualifications

- Current registration the Australian Health Practitioner Regulation Authority (AHPRA) as a psychologist, mental health nurse or occupational therapist or current membership (or eligibility for membership) with the Australian Association of Social Workers (AASW) - essential
- Post-graduate qualifications in an area related to youth mental health - desirable

Experience

- Demonstrated staff supervision and leadership skills and ability to deal with challenging and complex issues including clinical supervision and oversight
- 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.
- Demonstrated experience in working with families/friends, and the ability to support a team to work effectively with the families/friends of young people.

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- 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 being accountable for clinical governance structures and service development, with a focus on continuous quality improvement.

Core selection criteria

- **Values** Demonstrated ability to authentically promote Uniting's values
- **Child Safety** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Sector knowledge** Well developed knowledge and understanding of the current youth health / mental health sector
- **People Leadership** Demonstrated experience in leading and supervising a diverse team, including recruitment, training, supervision, performance management, and fostering a positive and inclusive work culture.
- **Project Management** Demonstrated ability to manage complex projects including managing stakeholders, preparing project plans, monitoring performance, and ensuring objectives are met.
- **Clinical Support** Demonstrated experience in providing evidence-based and best practice assessment, treatment, referral and case management for young people with emerging mental health issues
- **Clinical Supervision** Experience in the provision of professional supervision and secondary consultation with a wide range of professionals
- **Computer literacy** Proficiency in using computer software and technology for data management, documentation, communication, and program delivery, including Microsoft Office Suite, database systems, and virtual meeting platforms.

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: