

Youth Access Clinician

Branch/Program	Inclusion
Award	Social, Community, Home Care and Disability Services Award (SCHADS) – Level 4
Reports to	headspace Service Manager
Supervisory responsibilities	N/A
Duration	June 2018
Probationary period	6 months from date of appointment
Hours	76 Hours per fortnight
Based at	headspace Tweed Heads
Position description created	February 2017
Approved by	Executive Manager – People & Quality
Review date	January 2019

About Social Futures

Social Futures works to achieve positive social change in regional Australia, helping to create connected, resilient communities. With more than 40 years' industry experience, we are a community service leader, striving to create change through our work across homelessness and housing supports, youth and family services, sector advocacy and programs that promote genuine participation for people with disability.

We work with individuals and families, our communities and other services to create: positive change in people's lives; thriving communities where diversity is valued, people have capacity to support each other and respond to issues that matter; and collaboration and evidence-based practice across agencies that maximises our collective ability to create social change.

We welcome applicants from all walks of life to our diverse and inclusive workplace.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable. The White Ribbon Committee is focused on addressing men's violence towards women because of the underlying power inequality and sexism that sustains gender-based violence and the disproportionately high prevalence of this type of violence in the community.

Purpose of the Position

The purpose of the Youth Access Clinician (YAC) is to effectively engage, screen, provide timely assessments, and arrange referrals to appropriate in house services, facilitating pathways for young people to access focused psychological interventions. The position will also provide brief therapeutic interventions in arrangement with the **headspace** Service Manager, facilitate group work, and coordinate care and follow ups for young people aged between 12-25 years that contact or are referred to the **headspace** centre.

As one of the first contact points for young people accessing **headspace** Tweed Heads, the YAC will need to build a positive rapport with a wide range of young people, as well as their family and friends.

The YAC will required to be skilled in engaging with young people and assessing a young persons' needs, including complex risk assessments and the ability to action plan to avoid any identified risk. The YAC will

participate in regular clinical and organizational supervision and will be required to present and discuss cases with the clinical team.

The YAC works as part of a multi-disciplinary team, including General Practitioners, Allied Health Clinicians, Community Engagement Workers and support staff. They will also work closely with local community and partner youth health services to provide holistic and integrated care.

Mandatory Requirements

<input type="checkbox"/> Current National Police Check	<input type="checkbox"/> Current NSW Working with Children Check
<input type="checkbox"/> Current NSW Drivers Licence	<input type="checkbox"/> Click here to enter text.

Essential Selection Criteria

Essential Selection Criteria	
1.	Tertiary qualifications in Psychology, Social Work, Mental Health Nursing, Behavioural/Social Sciences or other Allied health and/or a minimum of 2 years' experience in the social and human services sector
2.	Demonstrated experience connecting with young people with mental health, alcohol and other drug, and other social issues.
3.	Ability and experience to undertake intake and screening activities, including comprehensive bio-psycho-social assessment to determine client needs, and to assist clients to access appropriate services
4.	Demonstrated ability to work with and communicate sensitively and effectively with young people from Aboriginal or culturally diverse backgrounds/communities
5.	Well-developed written and verbal communication skills, including experience in effective problem solving, dispute resolution and advocacy skills.
6.	Demonstrated ability to rapidly engage with young people and families in a planned, outcomes driven model
7.	Demonstrated understanding of the principles of accountability and quality systems including the utilisation of data systems, policies and procedures, evaluation and risk management tools.
8.	Demonstrated experience working effectively in a multidisciplinary team environment and developing working relationships with young people, families/carers and workers in community organisations.

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
<p>Deliver high quality client-centred Intake and Assessment</p>	<ul style="list-style-type: none"> • Delivering high quality client-centred, relationship based intensive case management including; intake, assessment and engagement, case planning, casework, outreach, supported referrals, developing practical skills, case review, building client capacity • Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner. • Provide a client centred approach to understand needs, risks and strengths • Conduct bio-psycho-social assessments of young people presenting to the service using the headspace assessment tool, and document the results of assessment and screening. • Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals. • Work collaboratively as part of the multidisciplinary team at headspace to refer young people and other young people to internal and external services as appropriate and provide follow up support. • Facilitate and monitor the integration and coordinate clients, including active participation in case review meetings. • Maintain up to date client records and comply with clinical and administrative governance and mental health standards. • If appropriate and guided by Service Manager provide brief interventions to a small case load of clients with mild to moderate mental health presentations. • Undertake care coordination with young people, including maintaining contact and an overview of the young person's engagement at headspace Lismore. Including working with internal practitioners to provide advise, practical support, resources and follow ups to clients. • Assist in the delivery of group based interventions. (e.g. life skills, anger management, problem solving, conflict resolution, etc.). • Actively participate and present cases within clinical meetings. • Support young people in accessing and using e-mental health resources/ online evidence therapeutic interventions.
<p>Collaborate with other service providers and stakeholders to provide integrated service delivery</p>	<ul style="list-style-type: none"> • Promote the service and contribute to community knowledge of issues that affect people with a disability • Actively encourage collaborative and integrated service delivery • Participate in multi service/disciplinary case management practices • Maintain up-to-date knowledge about relevant services, support agencies and initiatives available to people with a disability. Promote this knowledge and the availability of services and resources • Establish and maintain collaborative relationships with stakeholders, brokers, subcontractors and other service providers. Communicate with relevant individuals, services, organisations and departments to advocate on behalf of and meet the needs of the clients • Develop and maintain strategies to provide service to isolated communities • Plan and conduct community education and group work as required • Work with the Community Engagement Officer and Youth Access team to represent headspace and promote the Centre's services at community awareness events/clinical presentations.

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> • Knowledge and ability to develop and deliver group based skills training activities to assist Aboriginal and Torres Strait Islander and other young people's psychosocial functioning (e.g. life skills, anger management, problem solving, conflict resolution, etc.). • Attendance at relevant community interagency meetings
Foster innovation and culture of continuous improvement	<ul style="list-style-type: none"> • Maintain up-to-date knowledge of evidence-based practice and policy developments relevant to service delivery • Regularly reflect on work practice • Seek and obtain stakeholder feedback on service delivery and incorporate feedback in future activities • Promote and participate in evaluation and research • Accurately document, all client service complaints, grievances and critical incidents in accordance with relevant policies and procedures. Ensure that complaints service user understand that complaints and are welcomed and viewed as opportunities to improve. • Participate in relevant training and development activities. • Maintain a working knowledge of current legislation and government policy in relation to mental health and alcohol and other drug disorders, particularly as it relates to young people living in the North Coast NSW area. • Adhere to Social Futures Clinical Governance Framework, policies and procedures.
Work to achieve organisational goals	<ul style="list-style-type: none"> • Have a comprehensive understanding of and comply with Workplace Health and Safety, Child Protection, EEO, Ethical Work Practice and other legislative requirements • Attend relevant meetings including: Social Futures & Headspace Staff meetings, case review, local inter-agencies and other meetings as required. • Work as part of a team within the organisation. • Mentor, support and/or supervise trainees, student placement or new staff members as required • Assist Social Futures to develop projects which are consistent with strategic aims and objectives • Project a positive image to the community on behalf of individual clients and the organisation • Participate in approved training and staff development opportunities • Any other duties as required to support the projects and/or the objectives of Social Futures

Competencies, Skills and Attributes

Technical	
1.	Tertiary qualification and / or extensive experience relevant to position
2.	Current drivers licence
3.	Working with Children's Check
4.	National Criminal History Check
Experience and Knowledge	
5.	Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.

6.	Ability to incorporate and apply theoretical concepts from a practice framework
7.	Knowledge of and skills in application of client centred, strength based case management framework including holistic planning
8.	Demonstrated awareness and sensitivity to diversity issues and recognises triggers, biases, beliefs and does not allow them to interfere with service delivery or job performance
9.	Demonstrates understanding of the issues which may impact upon clients such trauma, sexual identity, domestic, violence, mental illness, A&OD use, physical or cognitive disabilities
10.	Excellent understanding of current evidence base and best practice in human services including: person centred, trauma informed and developmental approaches in relation to service provision
11.	Presents clear, informative, accurate, and prompt observations (written and verbal) in relation to Case Planning goals/objectives
12.	Demonstrates a thorough knowledge and understanding of the Child Protection sector and other key referral agencies and ability to coordinate service delivery through appropriate referrals
13.	Interpersonal skills with the ability to work with a diverse range of people, in particular the ability to engage with young people and advocate on their behalf.
14.	Demonstrated knowledge and skills in the assessment of young people at risk, including the ability to integrate family background and dynamics to ongoing intervention, including conflict resolution and family mediation and referral recommendations
15.	A broad understanding of the challenges and experiences of young people in Northern NSW , including specific community factors.
16.	Organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
Attributes and Values	
17.	Demonstrates openness to supervision and training and a flexibility to incorporate other points of view to improve performance. Engages in reflective practice and responsiveness.
18.	Demonstrates behaviours that treat others with respect, care and compassion
19.	Shows concern and respect for others and promotes a collaborative work environment
20.	Excellent service standards that ensures that those who seek assistance are either provided support or a next step
21.	Excellent cultural competency informing culturally appropriate communication and engagement skills
22.	Recognises the value in people's different opinions, lifestyles and approaches and the learning opportunity it presents
23.	Ability and desire to learn from others in the organisation and share knowledge and learnings
24.	Proven history of following up commitments with action
25.	Proven history of following up commitments with action, ability to shift priorities, and work to deadlines.
26.	Capacity to work in alignment with organisational values.
27.	Positive, contemporary attitude towards people living with disability.

28.	Demonstrates knowledge of applicable regulatory requirements governing mandated child abuse/neglect reporting requirements
29.	Actively supports a culture of continuous quality improvement by engaging in quality programs and projects. Seeking and reporting feedback and identifying quality improvement opportunities.
30.	Positive, contemporary attitude towards diversity, including Aboriginal, CALD and LGBTIQ communities and people living with disability
Compliance	
31.	Understands and complies with organisational policies and procedures, including data entry transaction requirements
32.	Willingness and desire to comply with workplace health and safety policy and procedure to ensure safety of self and others
33.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
34.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to Social Futures policies and procedures
35.	Adheres to legislation, regulations and best practice standards relevant to service and role

Inherent Requirements of the Work Activities/Environment

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible we will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Rare
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may have multiple stories.	Daily
	Reasonably high levels of mobile phone use.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
Liaise with our staff.	Daily	
People Contact	Liaise with government, non-government, businesses, and other community organisations.	Daily
	Liaise with participants/customers.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time.	Daily
Administrative Tasks	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos and electronic whiteboards.	Daily
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
Transport	Use public transport including trains, buses, trams and taxis.	Rare