

Youth Access Clinician

Branch/Program	Children Youth and Families
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4.1
Reports to	headspace Team Leader
Supervisory responsibilities	N/A
Duration	12 month Fixed Term
Probationary period	6 months from date of appointment
Hours	Full Time 76 Hours a Fortnight
Based at	headspace Lismore, Kyogle & Casino
Position description updated	November 2018
Approved by	Executive Manager – People & Quality
Review date	June 2020

About Social Futures

Social Futures is a voice for 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. Social Futures currently serves more than 80% of regional New South Wales.

We envisage inclusive communities that support social and economic participation, in which everyone reaches their potential and has access to affordable housing. Including our work with partners, Social Futures currently serves more than 80% of regional New South Wales.

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 position requires a clinically confident practitioner, who is able to work autonomously as well as part of a multi-disciplinary team. The purpose of the position is to assist in the day to day engagement of young people and their families in accessing headspace services within remote communities such as Kyogle and Casino.

The incumbent will be required to effectively engage, screen and provide timely assessments and arrange and facilitate appropriate referral pathways. The position also requires where applicable the provision of brief therapeutic intervention in arrangement with manager.

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 mitigate any identified risk.

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

This position will hold Community Engagement responsibilities and will require to independently develop strong professional relationships with services and other organisations within the local areas of Casino and Kyogle. The position requires a proactive, friendly and motivated practitioner with strong engagement and communication skills across a range of different settings.

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, Youth Work, Alcohol and other Drug Work and/or extensive experience in a related role.
2.	Knowledge and understanding of mental health, evidence based interventions and clinical practice as well as demonstrated excellence in the practical application of such, in the areas of youth mental health and alcohol and drug use.
3.	Proven experience in engaging young people and ability to undertake initial screening activities and a comprehensive bio-psycho-social assessment to determine client care needs, conduct risk assessment and provide appropriate follow up support
4.	Demonstrated understanding of the mental health needs of young people within a local context from a range of social and cultural backgrounds and with diverse gender and sexual identities.
5.	Demonstrated ability in working autonomously and in engaging regional communities.
6.	Highly developed interpersonal and communication skills (including written), problem solving, advocacy and negotiation skills and demonstrated ability to engage with young people and establish and maintain effective relationships with staff, clients, carers and stakeholders
7.	Demonstrated ability to work effectively in a multi-disciplinary team and to establish working relationships with a wide of range of stakeholders to deliver community awareness, education, activities and forge referral pathways.
8.	Competence regarding information technology, including strong computer skills and knowledge of software packages.
9.	Knowledge of and commitment to Work Health and Safety, Equal Opportunity and continuous improvement principles.
10.	Current 'C' class driver's license.

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
<p>Deliver high quality client-centred Intake and Assessment</p>	<ul style="list-style-type: none"> • Engage young people and their families in accessing the headspace Outreach Service by providing timely assessment, advice, support, advocacy and resources. • Provide a client centred approach to understand needs, risks and strengths • Within remote communities in the Kyogle and Casino area, work autonomously to conduct bio-psycho-social assessments with young people. Using the headspace assessment tool, to understand needs, protective factors and screen for risk • 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 administrative governance and mental health standards. • If appropriate and guided by Manager provide therapeutic 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 supporting co located practitioners by providing advice, 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"> • Represent, promote and advocate the headspace Lismore Outreach Service in local health areas, professional and community networks and inter agency meetings. • Establish positive working relationships and foster partnerships with key stakeholders such as schools, GP's, community members, other local organisations within the Casino and Kyogle communities. • Work collaboratively with individuals, agencies and the broader community to establish opportunities and strategies to enhance engagement opportunities and provide services to isolated communities. • Participate in multi service/disciplinary case management practices • Work with the headspace Engagement Officer and the Youth Access team to conduct community education and build community capacity and awareness of youth mental health and drug and alcohol issues • Take responsibility for marketing and communicating the headspace Lismore outreach project to young people, the local community and health professionals through a range of forums

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> Contribute to the development and delivery of community capacity building strategies which include help seeking and mental health literacy education and information sessions.
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.
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.	Certificate in Community Services or equivalent relevant qualifications and / or experience that is transferable to performing the role to a high standard
2.	Current National Police Check
3.	Current Working with Children Check
4.	Current valid Driver Licence
Experience and Knowledge	
1.	Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.
2.	Ability to incorporate and apply theoretical concepts from a practice framework
3.	Knowledge of and skills in application of client centred, strength based case management framework including holistic planning

4.	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
5.	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
6.	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
7.	Presents clear, informative, accurate, and prompt observations (written and verbal) in relation to Case Planning goals/objectives
8.	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
9.	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.
10.	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
11.	A broad understanding of the challenges and experiences of young people in Northern NSW, including specific community factors.
12.	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

1.	Demonstrates openness to supervision and training and a flexibility to incorporate other points of view to improve performance. Engages in reflective practice and responsiveness.
2.	Demonstrates behaviours that treat others with respect, care and compassion
3.	Shows concern and respect for others and promotes a collaborative work environment
4.	Excellent service standards that ensures that those who seek assistance are either provided support or a next step
5.	Excellent cultural competency informing culturally appropriate communication and engagement skills
6.	Recognises the value in people's different opinions, lifestyles and approaches and the learning opportunity it presents
7.	Ability and desire to learn from others in the organisation and share knowledge and learnings
8.	Proven history of following up commitments with action
9.	Proven history of following up commitments with action, ability to shift priorities, and work to deadlines.
10.	Capacity to work in alignment with organisational values.
11.	Positive, contemporary attitude towards diversity, including Aboriginal, CALD and LGBTIQ communities and people living with disability.

Compliances

1.	Understands and complies with organisational policies and procedures, including data entry transactional requirements
2.	Willingness and desire to comply with workplace health and safety policy and procedure to ensure safety of self and others.
3.	Support and maintain commitment to Social Futures RAP programs and activities and ensure work is conducted accordingly
4.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions.

5.	Understanding of legislation, regulations and best practice standards relevant to sector and service delivery requirements.
6.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to Social Futures policies and procedures
7.	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
People Contact	Liaise with our staff.	Daily
	Liaise with government, non-government, businesses, and other community organisations.	Daily
	Liaise with participants/customers.	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Use public transport including trains, buses, trams and taxis.	Rare