

# Job Description

QF-37-HR v1



**headspace**

National Youth Mental Health Foundation

<b>Job Title:</b>	Youth Access Worker	<b>Reports To:</b>	headspace Manager
<b>Department/Group:</b>	headspace	<b>Job Code/ Req #:</b>	NA
<b>Location:</b>	Armadale	<b>Hours of Work:</b>	15 hours a week
<b>Level/Salary Range:</b>	Negotiable	<b>Position Type:</b>	Part Time
<b>HR Contact:</b>	Issa Mahmoud	<b>Date posted:</b>	28/08/2020
<b>Will Train Applicant(s):</b>		<b>Posting Expires:</b>	28/08/2020

## Applications Accepted By:

### FAX OR E-MAIL:

(08) 9458 8733 or 9393 0300

**Attention:** Annette Chivers - Manager

### MAIL:

Annette Chivers  
Manager headspace  
40 Fourth Rd  
Armadale WA 6112  
(PO Box 350 Armadale WA 6992)

## Job Description

### INTRODUCTION

#### Organisational Context

Arche Health is a not for profit primary health care organisation, responsible for supporting better coordination between primary health care services, identifying gaps in service delivery and for supporting improvements in the way primary care is delivered. For more information about the organization, please visit our website [www.archehealth.com.au](http://www.archehealth.com.au).

Arche Health is the lead agency for headspace Armadale.

#### Organisational Goals

- ✓ Improve the young person's journey through the development of integrated and coordinated services;
- ✓ Provide support to clinicians and service providers in our region to improve client care;
- ✓ Identify the local health needs within our region and develop locally focused and responsive services;
- ✓ Facilitate the implementation and successful performance of primary healthcare initiatives and programs;
- ✓ Be efficient and accountable
- ✓ Arche Health has been funded by the WA Primary Health Alliance until June 2021, to establish and operate the headspace Centre in Armadale. headspace is delivered under a partnership model with all members committed to improving outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client-centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

#### **headspace Armadale Centre Vision:**

For every young person accessing headspace Armadale, to receive effective mental health support and intervention so that they have a sense of meaning, belonging, hope and a positive future direction

#### **headspace Armadale Centre Mission:**

To establish a youth led headspace centre, with a reputation for leading youth mental advocacy and innovation

#### **headspace Armadale Centre Goals:**

To be a central contact point in the region for issues relating to youth mental health

- To listen to and advocate for sustainable solutions to the issues faced by young people.
- To support the development of a regional community in which mental well-being is the norm.

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[www.archehealth.com.au](http://www.archehealth.com.au)

Arche Health Ltd (ABN 82 061 656 577)

### Position Summary

Working within a multi-disciplinary team, the intake clinician will be a pivotal role within headspace Armadale. The clinician will contribute to developing and providing a high quality, early intervention intake response to young people, their families and community services. The clinician will have a direct role in the engagement, assessment and coordination of care for young people accessing headspace Armadale. The clinician will assist in the referral of young people to appropriate programs either within headspace Armadale or other community agencies. In addition, the position will participate in community awareness raising activities that promote early help seeking and intervention for mental health and substance use.

The role is crucial to:

- Work under the direction of headspace Armadale Clinical lead to provide youth friendly mental health services within the headspace Armadale centre.
- Provide a comprehensive intake service to young people, community members and professionals seeking services at headspace Armadale, including receiving and processing telephone and faxed referrals.
- Conduct initial screening assessments with young people and their families
- Provide psycho-social assessment using the agreed headspace tool, to determine client suitability for ongoing headspace services.
- Develop case formulation and care plans.
- Deliver evidence-based brief interventions, including group interventions and problem solving, with young people and their families.
- Provide case co-ordination to ensure smooth referral transition.
- Provide specialist youth mental health support to consortium partners and co-located services.
- Administration duties including maintaining accurate and timely case notes and records in approved database system.
- Participate in regular clinical case review meetings and multidisciplinary team meetings to ensure appropriate clinical service pathway and service delivery.
- Liaise with relevant referrers and other services to promote a consistent and coordinated service delivery response for young people and their families.
- Assist the headspace clinical lead in the ongoing development of enhanced clinical procedures and guidelines.

### Capabilities & Behaviours

#### Knowledge & Skills

- Keeps up to date with industry developments including changes to legislation and technology
- Applies knowledge to assess situations accurately to determine appropriate action
- Plans and prioritises work to deliver measurable and timely results.
- Works to develop additional knowledge and skills
- Demonstrates an understanding of organisational policies and processes and implements them appropriately

#### Integration

- Works with others in the development of strategies and service delivery
- Actively seeks to engage others to work towards common objectives
- Seeks to understand the impact of decisions on all internal and external stakeholders
- Embraces cultural diversity ensuring that interactions and service delivery are aligned to cultural needs

#### Accountability

- Demonstrates willingness to undertake assigned work
- Demonstrates a willingness to accept changing role requirements as the workplace environment evolves
- Demonstrates willingness to accept direction and feedback from senior management
- Holds self-accountable for measurable, high quality and timely results
- Accepts responsibility for their own actions
- Complies with established policies and processes
- Embraces and displays the corporate values and mission

## Communication

- Uses various styles of communication to ensure that information being delivered is tailored to the audience
- Ensures that communication is factual, accurate and presented in a clear and concise manner
- Communicates with others in an open and appropriate manner to build positive relationships
- Asks others for their opinions and feedback

## Selection Criteria

### Essential

- Tertiary qualification in Psychology, Social Work, Youth Work or related fields.
- Demonstrated knowledge of psychological theories and practices in the area of youth mental health.
- Experience working with young people in a health, community or clinical setting.
- Able to actively and assertively engage young people from diverse backgrounds.
- Ability to develop assertive case management skills
- Ability to relate to and engage health professionals, and to work as part of a multi-disciplinary team as well as independently.
- Effective communication, problem solving and negotiation skills.
- Ability to adapt to changes in the work environment, manage competing demands and meet deadlines.
- Strong administration, organisational and time management skills.
- Competent computing skills including word processing, data entry and email.
- High level of oral and written communication skills, including the ability to communicate effectively with clients, GPs and other health professionals.
- Police clearance and current working with children check.

### Desirable

- Clinical experience working with clients
- Experience in working with one or more of the following priority groups;
  1. Aboriginal & Torres Strait Islanders people
  2. People at mild to moderate risk of suicide or self-harm
  3. Culturally and linguistically diverse people
- Current knowledge of relevant Mental Health guidelines and legislation.
- A current driver's licence.

**Only applicants who meet the selection criteria need apply.** For further information regarding the position please contact Issa Mahmoud on 08 9458 0552.

Please forward applications with a copy of your CV, response against selection criteria and the names of two recent referees to [careers@archehealth.com.au](mailto:careers@archehealth.com.au).

Reviewed By: Issa Mahmoud

Date: August 28, 2020

Last Updated By: Annette Chivers

Date/Time: August 28, 2020