

headspace Intake and Brief Intervention Coordinator

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

As a key role in the headspace Echuca early intervention model of care, the Intake and Brief Intervention Coordinator works within a multidisciplinary team to deliver supports and service pathways for young people aged 12-25 years and their families. In this role you will become the gatekeeper to our service and play an integral role in supporting the care, safety and wellbeing of young people in our region. Your aim will be to ensure young people's needs are identified as accurately and early as possible using the Initial Assessment and Referral Decision Support Tool (IAR-DST) and that they are matched with the most appropriate supports to meet their specific needs.

Daily tasks in the role will include coordinating and undertaking referral responses, risk assessments and brief interventions as part of the initial engagement phase of a young person's help-seeking journey. The headspace Intake and Brief Intervention Coordinator will collaborate with young people and their families to ensure an holistic approach with linkages to a range of services relevant to their health, housing, social and developmental needs. You will also be providing a welcoming first point of contact for young people and their family and you will work to ensure they receive timely access and supports to aid recovery and wellbeing in an inclusive and respectful manner.

To find out more about headspace visit headspace.org.au

Position Details	
Position Title:	headspace Intake and Brief Intervention Coordinator
Department	headspace
Reports to:	headspace Clinical Lead
FTE:	0.8 FTE 64 hours
Term:	Fixed term to December 2026 (may extend based on funding)
Enterprise Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2026, Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Position Classification:	Allied Health Professional Grade 2, Psychologist Grade 2
Position Description last reviewed:	May 2025

Selection Criteria	
Essential:	
<ul style="list-style-type: none"> Qualifications: <ul style="list-style-type: none"> Social Worker - AASW Mental Health Accredited Psychologist – AHPRA registered Occupational Therapist – AHPRA registered 	

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- Highly developed skills in managing mental health clinical risk with experience in alcohol and other drug assessment and treatment.
- Excellent interpersonal and communication skills with ability to engage respectfully and inclusively with young people and their families in order to achieve their goals.
- Proven experience in intake screening with timely triage and appropriate response coordination
- Experience working in a team where collaboration, collegial support and motivation for learning are key to achieving team goals.
- Excellent time management and coordination skills with the ability to adapt and be flexible to changing work environments and requirements
- Satisfactory evidence of; National police check, Working with Children's Check, NDIS Worker Screening Check and Vaccination status in line with credentialing committee
- Training and experience in supervising early career mental health clinicians and students of matched discipline

Desirable:

- Qualifications in Single Session and/or Brief Intervention
- Experience and recognised training in clinical risk assessment and management

Key Accountabilities

- Coordinate responses to incoming referrals undertaking and guiding the delivery of intake screening, risk assessments, Single Session and Brief Interventions to young people aged 12-25years, relevant and appropriate to their developmental and cognitive level of functioning in a youth friendly manner
- Assist and advocate for referrals to appropriate supports ensuring seamless transfers of care where required
- Assess and actively monitor clinical risk of those waiting for supports whilst managing the "tracking tool" in collaboration with the clinical team and overseen by the Clinical Lead.
- Provide care coordination to young people with complex and chronic mental health risk
- Deliver interventions that are inclusive, culturally sensitive and welcoming acknowledging family inclusive practice is core to supporting a young person's recovery
- Engage community support services and develop partnerships with key stakeholders and agencies to assist in managing external referral pathways
- Participate in regular headspace meetings, community engagement and education events and co-facilitate group programs as deemed appropriate
- Participate in clinical and management supervision as well as case review meetings
- Work as part of the team to support the centres administrative responsibilities, responding to service enquiries, screening new referrals, and managing appointments.

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- Participate in quality and service improvement activities.
- Be willing and able to backfill Clinical Lead for periods of leave

Organisational Responsibilities

- Positively promote ERH within and externally to the organisation
- Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
- Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
- Comply with relevant registration bodies mandatory continuing professional development requirements
- Carry out all work and interactions in alignment with the CARE values
- Report all incidents and near misses as soon as possible after the event
- Participate in risk management activities and assist with identification and control of risks within their department or area of work
- Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:

Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships





Internal	External
headspace Echuca and colocated team members	Young people, their family and friends that access the centre
headspace Youth Reference Group members	Local youth, health, community services and education providers
Consortium partner organisations	

Leadership Capabilities

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The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.

✓ **PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL**

Category	Descriptors	Foundation	Proficient	Advanced	Highly Advanced
Collaboration 	Inspires direction & purpose		✓		
	Turns challenges into opportunities		✓		
	Communicates effectively		✓		
	Builds relationships			✓	
	Works collaboratively			✓	
Accountability 	Acts with integrity		✓		
	Demonstrates accountability		✓		
	Drives accountability		✓		
	Manages self		✓		
	Promotes innovation		✓		
Respect 	Accessible communicator		✓		
	Values difference		✓		
	Consistently articulates direction			✓	
	Empowers others		✓		
	Respectfully influences		✓		
Excellence 	Delivers results		✓		
	Plans and prioritises			✓	
	Thinks and solves problems			✓	
	Consumer focus		✓		
	Innovation change leader		✓		

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

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cc: Employee File