POSITION DESCRIPTION

headspace Enhanced Care Coordinator

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Enhanced Care Coordinator provides high-quality, evidence-based assessment, therapeutic intervention, care coordination, and supports to individuals experiencing moderate to severe mental health concerns. The role focuses on delivering enhanced mental health services to consumers with complex or emerging mental health needs, supporting recovery-oriented practice, promoting wellbeing, and improving access to timely mental health care.

Working collaboratively within a multidisciplinary team, the coordinator will assist in the triage and intake process, support wait list management and conduct comprehensive clinical assessments, develop treatment plans appropriate to cognitive and developmental needs, deliver brief and longer-term interventions and coordinate care across services whilst supporting consumers, families, and carers in navigating the mental health system.

Position Details	
Position Title:	headspace Enhanced Care Coordinator
Department	headspace
Reports to:	headspace Clinical Lead
FTE	0.9 FTE fixed term 12 month
Enterprise Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2026 or Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Position Classification:	Grade 2

Key Accountabilities
• Conduct comprehensive biopsychosocial and risk assessments for young people presenting with a range of mental health concerns as part of the triage and intake process. • Provide active wait list management to young people identified with complex mental health concerns and manage risk • Consult and advocate to tertiary services to assist young people with stepped care and shared care responsibilities. • Develop, implement, and review individualized recovery-oriented care plans. • Deliver evidence-based therapeutic interventions, including CBT, ACT, DBT, Motivational Interviewing, Solution-Focused Therapy and using trauma-informed approaches • Support the team as needed for secondary consultations and risk management including collocated staff and students to enable effective and safe delivery of early intervention and inclusive care to young people and their family.

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- Assess, monitor, and manage clinical risk and clinical escalation in collaboration with the Clinical Lead and team, and in line with policy. Identify and report clinical risk issues and areas for improved clinical outcomes.
- Assist in the facilitation of case reviews, supervision and support for the headspace team and collocated workers to ensure timely and responsive service delivery.
- Oversee the care pathway of complex presentations and field service enquiries to ensure appropriate and suitability of referrals.
- Demonstrate and maintain personal competency in the delivery of high quality focussed psychological strategies.
- Support the implementation of innovative projects and quality assurance activities that strengthen service delivery, inclusive practices and young people's recovery and wellbeing.
- Fulfil the role of Clinical Lead during periods of absence.

Selection Criteria
Essential:
• Qualifications: Tertiary degree in Social Work, Psychology or Occupational Therapy (with AASW Accreditation as a Mental Health Social Worker, Occupational Therapist registered with the Australian Health Practitioner Regulation Agency (AHPRA) and eligible for Better Access to Mental Health endorsement, or Psychologist with full registration with AHPRA)
• Five years+ post graduate clinical experience with demonstrated advanced level skills in evidence-informed practice, complex clinical triage, strong assessment and formulation skills, risk management and referral in a range of community and youth mental health service settings.
• Demonstrated knowledge of recovery-oriented, person-centred, and trauma-informed practice with effective case management and care coordination skills.
• An excellent track record in building and maintaining effective working relationships with a range of stakeholders with highly developed interpersonal, public relations and communication skills.
• Satisfactory evidence of: National police check, Working with Children's Check and Vaccination status in line with policy and procedure at this time.
Desirable:
• Qualifications and/or experience working in Alcohol and Other Drugs delivering harm minimization interventions

Organisational Responsibilities
Positively promote ERH and headspace 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

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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 collocated 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	

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: / /

headspace Enhanced Care Coordinator

Print Name: _____

cc: Employee File