

POSITION DESCRIPTION

Position:	headspace: Engagement & Assessment Clinician
Term/Hours:	Fixed Term to 30 th June 2026; 0.6 FTE
Directorate	Mental Health and Wellbeing Services
Division:	Recovery and Wellbeing Service
Business Unit:	headspace Mildura
Enterprise Agreement	<p>Victorian Public Mental Health Services Enterprise Agreement 2021-2024</p> <p>Medical Scientists, Pharmacists and Psychologists Victorian Public Sector Enterprise Agreement 2021-2025</p>
Reports to:	headspace Mildura Clinical Lead & Centre Manager



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.

MBPH Mental Health and Wellbeing Service provides specialist public mental health services to the communities of the Northern Mallee region and operates headspace Mildura.

headspace Mildura

headspace Mildura is a youth friendly facility with the mission of enhancing the emotional and social wellbeing of young people aged 12 to 25 years by providing an accessible, flexible, responsive service at the earliest possible point when problems emerge. Services are provided across four core streams: primary health care, mental health, alcohol and other drug (AOD), and social/vocational services.

headspace Mildura provides comprehensive psychosocial assessment, evidence-based interventions, and positive help-seeking experience with opportunities for young people to be linked in with the services that match their needs and activities that support their development.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the **HEART** values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 7** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

headspace Mildura is seeking a Mental Health Clinician with an interest in youth mental health to join the Engagement & Assessment (E&A) team. The position is suited to both experienced and early career clinicians; while working with some autonomy, the position will be supported by regular clinical and team meetings, supervision (individual and/or group), the availability of a senior staff member, and learning and development opportunities.

The E&A team sits within a broader passionate, knowledgeable, and skilled multidisciplinary team, and has access to a range of services onsite, including mental health clinicians, AOD counsellors, vocation and education specialists.

The headspace Mildura Engagement & Assessment (E&A) Clinicians work under the direction of the headspace Mildura Clinical Lead and Centre Manager to provide a welcoming first experience, and accurate, comprehensive, and timely assessments for youth accessing headspace Mildura. Following triage and assessment, the E&A Clinicians will facilitate a young person's transition into the most appropriate service, either internally or externally, or when appropriate, may provide short-term therapeutic interventions. The E&A Clinicians will also support parents and guardians of young people and work closely with schools, universities, TAFEs and other key networks young people may be engaged with.

These services will be based on best practice, evidenced based models of care, and may be delivered in-person or online/telehealth and may also include in-reach and outreach to the community.

All staff working under the headspace Mildura banner provide respectful, non-judgemental, and inclusive practice to young people from a wide social background and with varying mental health needs. Staff work collaboratively with all clinical staff, including co-located service partners, headspace Mildura community awareness team, and with other agencies/local stakeholder to ensure a holistic approach to a young person's care.

KEY RESPONSIBILITIES AND DUTIES

- Promote a youth friendly culture that welcomes and encourages young people, and their family and friends, to access headspace Mildura services. This will include orientating young people to headspace services and supporting them through the registration process.
- Provide triage; engage the young person and/or their family, allow them the opportunity to voice their concerns, and triage their support needs.
- Complete the headspace psychosocial (intake) assessment, including mental state examination (MSE), risk assessment and alcohol and other drug assessment, and if warranted develop a Safety Plan.
- In consultation with the young person, their family and support system, facilitate young people at immediate risk/presenting in crisis to access acute/intensive services.
- With active participation of the young person and/or family, develop a support plan which includes linking them to the appropriate services according to the headspace Mildura Clinical Pathway and model of care, which may include existing headspace services/programs and/or external agencies, including alcohol and other drug support, housing, education and employment.
- Provide short-term therapeutic intervention for young people experiencing psychosocial issues and/or emerging mental illness tailored to their age, social and cultural background, beliefs and individual needs.
- Identifying, in conjunction with the young person, opportunities to adopt Family Inclusive Practice principles, and provide relevant up-to-date information and education for families and carers as necessary, and link families to appropriate support services.
- Ensure that a holistic approach is taken by consulting and collaborating with colleagues to provide optimal care to a young person, including attendance and participation in allocation meetings, clinical review, supervision, and any relevant care team meetings.
- Actively build and maintain effective relationships to assist in the care co-ordination and integrated service delivery between relevant services.
- Promote the positive reputation of the organisation and actively participate in community engagement activities/youth events, working closely with the Community Engagement Officer. This may include work outside of normal business hours on occasion.
- Comply with headspace Mildura referral, record keeping and reporting requirements:
 - documenting all care/education/information provided within a young person's electronic medical record conforming to legal requirements and ensuring that headspace Mildura,

headspace National Office, Primary Health Network, Government and Medicare regulations and reporting criteria are met;

- undertaking the collection, analysis and reporting of health-related data as a means to measure deliverables and continuously improve the delivery of service;
- engage in feedback informed practice with young people and their families/friends.

ADDITIONAL RESPONSIBILITIES

- In collaboration with headspace Mildura staff, provide advice on clinical issues and development and implementation of health programs and services that enhance service provision.
- As a member of the clinical team, provide education, advice, and support, as required, to other team members.
- Maintain and develop clinical practice knowledge/expertise and professional standards through continuing relevant education, headspace webinars and professional development.
- Participate in team meetings and clinical and management supervision.
- Participate in Quality Assurance and Risk Management activities to ensure that best practice care is being provided and that the centre is meeting all regulatory requirements including expectations of the headspace Consortium and Lead Agency, headspace National Office, and Murray PHN.
- Adhere to confidentiality and privacy arrangements and agreements governing the service.
- When required, relieve the reception role, including responding to service enquiries, facilitating referrals, scheduling appointments.
- Other responsibilities and duties as assigned by the headspace Centre Manager.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

The following criteria must be met for consideration for this position:

Essential

- Approved degree and registration in Nursing, Social work, Psychology or Occupational Therapy.
- Knowledge, experience, and demonstrated passion for, and interest in, the health and welfare issues affecting young people and improving health outcomes.

- Knowledge, skills and experience in the provision of assessment and treatment services of mental health clinicians, including being able to respond effectively to crisis and high risk situations, when required.
- Knowledge, skills and experience in the provision of direct clinical care to young people who have experienced mental illness, including the delivery of contemporary, recovery focused, evidence-based psychological interventions for a range of mental health conditions.
- An understanding of Family Inclusive Practice Principles.
- Demonstrated understanding of service delivery concerns including privacy and confidentiality principles.
- High level of interpersonal, written, and verbal communication skills, and demonstrated ability to engage and maintain effective relationships with young people and their family members as well as a broad range of health professionals, educators, and community agencies.
- Demonstrated ability to work in a highly productive environment with time pressures whilst managing multiple tasks, and ability to work both independently and collaboratively as a productive team member.
- Demonstrated information management and technology skills including:
 - experience in the use of electronic client/customer management systems;
 - ability to use a desktop computer, with familiarity with the Microsoft Windows environment and Microsoft Office applications.
- Awareness and knowledge of relevant legislation and regulatory frameworks informing the mental health of young people, including Mental Health Act.

Desirable

- Knowledge, skills and experience in the screening/assessment and/or intervention of alcohol and other drug issues, family violence, trauma
- Post graduate training in mental health
- An understanding of the issues relating to mental health and primary health care for young people living in rural and remote communities, including the role of general practice and allied health providers.
- Knowledge of Mildura's youth/health sectors

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required

immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

