

Position Description

Position Title:	Youth Care Coordinator, headspace
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Youth Care Coordinator will assist in the delivery of integrated primary mental health services to young people. The position will be responsible for the engagement, assessment and coordination of care for young people aged 12-25 who have mental health, drug and alcohol, and economic and social recovery needs.

Key Relationships

The Youth Care Coordinator reports to the headspace Centre Manager. You will be required to maintain effective working relationships with other staff employed or visiting to provide services within headspace; the headspace partner organisations; and work closely with Clinical Team Lead and other headspace staff.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

Service Provision

- Engage young people and conduct psychosocial assessment and screening of young people referred to or accessing headspace according to headspace policies and procedures, to identify young people who require assistance with:
 - Mental health problems
 - Substance use problems
 - Education, training or employment
 - Physical and/or sexual health
 - Other care or service needs.
- Participate in the active follow-up of headspace clients to ensure ongoing service engagement
- Participate in clinical team meetings, care planning and case reviews with other clinical staff, designed to increase the use of evidence based interventions for young people aged 12-25 years
- Support the continuity of client information flow between headspace clients, headspace staff, and external service providers as part of a multi-disciplinary team
- Maintain accurate and confidential electronic medical records, files and data in accordance with headspace contract obligations, policies and procedures.
- Input results of assessment and screening into electronic client record system and present cases for review in conjunction with other headspace team members.
- Work collaboratively with the client, the client's carers and other headspace team members to determine care or service needs and assist with the coordination of care/service needs.
- Support the young person to make informed decisions as coordinators of their own care and encourage Family Inclusive and Evidence Informed Practice
- Assist in the referral of young people to appropriate services either within headspace or other community agencies.

- Promote sociocultural inclusiveness, and youth participation across the headspace service in accordance with relevant guidance documents including the *Cultural Safety Framework* and the *Diversity and Inclusion Statement*
- Provide information to clients regarding the nature of mental health and substance use problems, other information services available and how to access these.
- Advocate on behalf of young people whose care needs are being coordinated by headspace (e.g., with other workers, schools, employers etc.).
- In consultation with other headspace clinicians or other community agencies, assist in the development and delivery of individual or group-based skills training activities for clients of headspace which will assist the young person to better manage or cope with the impacts of their mental health and/or substance use problem, or that may assist those at risk (e.g., life skills, anger management, problem solving, conflict resolution).

General

- Assist in organising and delivering community capacity building, community awareness, and education and training activities designed to promote the headspace initiative to young people, health and welfare agencies, community groups and the general community and encourage their involvement and support for the initiative.
- Represent headspace at key community agency networking meetings, community events and functions which may involve travel out of town, weekend and/or evening attendance.
- Contribute to the development of headspace program strategies, plans and timelines in conjunction with the headspace Centre Manager, and adhere to plans for the successful implementation of the program.
- Assist in the development and implementation of policies and procedures and a range of supporting resources for use by members of the headspace team, consortium partner organisations and other service providers/organisations referring clients to headspace or taking referrals from headspace.
- Assist with the development and implementation of the local evaluation of headspace (including data collection and entry into national minimum data sets), continuous quality improvement activities, and contribute to the national evaluation as required.
- Prepare recommendations, reports and proposals, as necessary, to meet Marathon Health requirements and document processes and findings of the program.
- Participate in organisation wide team meetings, collaborative planning activities and quality assurance activities to ensure ongoing improvement of the service.

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment
Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Qualifications in psychology; social work; occupational therapy; nursing; drug and alcohol work; youth work; mental health; or other fields relevant to the provision of clinical interventions for young people with mental health and/or drug and alcohol issues.
- Experience and/or ability to undertake clinical assessment of young people 12-25 years of age with mental health and drug and alcohol issues.
- Experience and/or ability to work with others in a multidisciplinary team environment in the case management and coordination of client needs.
- Experience and/or ability to engage and communicate effectively with young people 12- 25 years of age and their family, including those from Aboriginal and Torres Strait Islander backgrounds.
- Ability to use a clinical software package for electronic client records

Desirable

- Experience and/or qualifications in the provision of Alcohol and other Drugs interventions