
POSITION DESCRIPTION

ENHANCED CARE COORDINATOR



Location:	headspace Melton
Division:	Clinical Services Innovation
Classification:	Health Professionals and Support Services Award 2020, Health Professional Employee, Level 3
Employment Type:	Part-time / Full-time (0.8 to 1.0 FTE) fixed term position available until 30 June 2022
Position Reports to:	Manager, Youth Enhanced Services (dotted line report to Clinical Services Manager)

1. POSITION SUMMARY

The Enhanced Care Coordinator will work within the clinical team of the centre providing increased capacity to engage and support young people with complex needs to seek and maintain their treatment within an enhanced primary care setting. This role will also support those young people at risk of self-harm and potential suicide who are presenting to the Emergency Departments (ED). Working with an identified ED, the Enhanced Care Coordinator will identify and address the barriers and challenges to access appropriate service pathways and effective treatment. This role will work closely with GP's, Psychiatrists, access team clinicians and allied health contracted staff to facilitate coordinated care and treatment for moderate to severe mental health disorders. Working with the leadership team, this role will provide assessment, care planning, referral, advice and consultation services to young people, their families/carers and community professionals/agencies, and will have involvement in service development.

Subject to broad direction, while working with a considerable degree of autonomy, this position will report to the Manager, Youth Enhanced Services however will work with the Clinical Services Manager on site, and will be supported by regular staff meetings and supervision (both operationally and clinically).

2. POSITION CONTEXT

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

Orygen has been funded by headspace: the National Youth Mental Health Foundation to operate a headspace centre and associated services in Melton. headspace Melton aims to improve access to services and continuity of care for young people across four core streams of service including: mental health; alcohol and other drugs (AOD); primary care; and social recovery/vocational services.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, Accountability, Teamwork, Excellence & Innovation.
COMMITMENTS	First Nations people of Australia, Young people and their families, LGBTIQA+ people & Culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES/OUTCOMES

The Enhanced Care Coordinator will:

- Work with the Manager, Youth Enhanced Services and the Clinical Services Manager to engage in and deliver shared care with the Access team, medical, collocated and contracted staff to support the provision of youth-friendly early intervention services at headspace for young people with moderate and complex mental health disorders;
- Work in partnership with other senior clinicians across the region to support emergency department and identify those young people at increased risk of self-harm and suicide. The Enhanced Care Coordinator will work to identify, understand and address the barriers and challenges to access of appropriate service pathways and effective care;
- Promote coordination of intake and referral processes both within headspace and external services particularly Emergency departments and GP's and assist other team members with this;
- Manage intake, assessment and referrals processes for more complex and 'higher risk' young people and assist others in the team to do so;
- Manage caseload of complex and higher risk young people which may include providing community outreach;
- Deliver evidence-based brief interventions, including group interventions, with young people and their families/carers;
- Maintain accurate and timely case notes and records in approved database systems;
- Participate actively in Clinical Review Meetings and act as chairperson if required;
- Promote and monitor activities supporting research projects conducted at the centre;
- Promote positive working relationships between the Access Team and other staff and contracted professionals at headspace;
- Promote the headspace program, communicate regularly with, build and maintain collaborative working relationships with health and welfare agencies and the general community;
- Participate in and develop community awareness activities, relationship building activities and appropriate community and agency meetings;
- Assist in covering clinical service management tasks when required;
- The role may incorporate other service development activities and responsibilities as directed by the Manager, Youth Enhanced Services and/or Clinical Services Manager.

5. SELECTION CRITERIA

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

5.1 Essential

- Approved tertiary qualifications in a relevant discipline (Psychology, Social Work, Occupational Therapy, Nursing).
- Provisional or full registration with AHPRA or AASW (or eligibility for).
- Passion, energy and determination to make a difference to health outcomes for young people.
- Extensive experience in the planning and provision of mental health care, including completion of mental health assessments, crisis intervention, psychoeducation and short-term treatment interventions to young people experiencing mental health and/or

substance use, and/or other social difficulties, including current evidence-based approaches.

- Ability to be self-motivated and directed, demonstrating a sound ability to proactively oversee and lead decisions in relation to the intake/assessment services and young people's suitability for ongoing treatment/support services at the centre.
- Extensive service system knowledge, relevant legislation, government policy and strategic directions in relation to mental health and alcohol and other substances particularly as it relates to young people.
- Demonstrated capacity to problem solve effectively and work creatively with young people, particularly within an early intervention framework.
- Demonstrated ability to work effectively in a multi-disciplinary team in a health setting and to provide leadership and supervision to staff and students.
- Excellent interpersonal and communication skills (written and verbal) to effectively liaise, build relationships and partnerships, consult and negotiate with a wide variety of stakeholders both internal and external.
- Commitment to supporting clinical research within the service.

5.2 Desirable

- Previous experience in providing leadership and supervision.
- Experience in the planning, provision and evaluation of group interventions for young people and their families/friends.
- Experience in the planning and provision of community engagement and capacity building activities.

6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Enhanced Care Coordinator will be expected to have:

- Knowledge and support of the headspace framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.
- Knowledge of the common mental health, substance use and social problems faced by young people and the indicated evidence-based treatment/support options for these.
- Well-developed knowledge and understanding of relevant legislation, government policies and strategic directions in relation to mental health and alcohol and other substances, particularly as it relates to young people.
- A breadth of understanding of the different types of organisations involved in mental health and drug and alcohol service delivery to young people.
- An understanding of and commitment to ethics and confidentiality issues, particularly in relation to the health and allied-health professions.
- Excellent computer skills with a demonstrated ability in word processing, PowerPoint and databases as required.

7. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You may be required to work across more than one of Orygen's sites, which are currently with the north and west of Melbourne.