



**Recruitment
Information Package.
Assisting you in your application to join
our team.**

www.ireach.org.au - (08) 8531 1303

“Healthy and resilient people and communities”



Vacancy Information:

- Position:** Clinical Team Leader
- Salary:** Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options, five weeks Annual Leave, and a flexible and supportive working environment
- Status:** 0.8 FTE
- Closing Date:** Friday 29th September 2023

iREACH Rural Health (formerly Murray Mallee GP Network) provides health services in regional South Australia. Our team is continuing to grow, and this exciting opportunity will allow the right candidate to make a difference in our communities.

To learn more about our organisation, visit: www.ireach.org.au/About-Us

About the roles:

An exciting opportunity has arisen within our growing organisation.

- We have a Clinical Team Leader role heading a multidisciplinary team of Mental Health Clinicians at headspace Mount Barker
- headspace Mount Barker is undergoing dynamic growth and we are looking for the right person to lead the team forward.
- Opportunity to work within a holistic model that values diversity, innovation, and client centred care.

About You:

- Do you have a passion for working with young people and their families, have excellent clinical skills and leadership experience?
- Do you want to be part of an innovative service in headspace that aims to provide young people and families with timely services that meet their needs?
- Minimum qualification: Undergraduate qualification in any of the following: Registered Nurse (Mental Health), Psychology, Social Work or Occupational Therapy.
- Mental health accreditation with AASW or be registered with APHRA as required by your professional body.
- We are seeking someone with outstanding communication and interpersonal skills, and the ability to work within a team.
- Department of Human Services Working with Children Check and Vulnerable Person Related Employment Screening checks – or be willing to obtain.

What's in it for you?

- A flexible and supportive working environment
- A competitive salary in recognition of your qualifications and experience
- Modern and welcoming office spaces
- 5 weeks of annual leave
- Training Opportunities
- Generous salary packaging options to increase your take-home pay.
- Birthday Leave – a paid day off to celebrate.

Applications close 5pm Friday 29th September 2023.

- Job description and advice on how to apply can be obtained on our website: www.headspace.org.au/mount-barker
- Copy of your resume, and an application addressing the job and person specifications, should be forwarded with the names of two current referees, to the Centre Manager, Ingrid Puise via email ingridp@ireach.org.au

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Applications are reviewed as they come, so do not wait for the closing date, apply today!

For more information, contact ***Ingrid Puise, Centre Manager phone 08 8398 4262***

We are an equal-opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities, including Aboriginal and Torres Strait Islander people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities.

Please be aware that only shortlisted candidates will be contacted. We are an equal opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities including Aboriginal and Torres Strait Islander people, people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities.

This information package contains information about the iREACH Rural Health Inc, and guidelines on submitting your application.

You will find within this information package:

- ▣ ***An overview of the iREACH Rural Health Inc***
- ▣ ***Position Description & role requirements.***

How to apply:

Applicants are requested to send a copy of your resume, and application addressing the job and person specifications and forwarded with the names of two current referees, to the Centre Manager, Ingrid Puise via email ingridp@ireach.org.au

About Us:

Established in 1995 as the Murray Mallee Division of General Practice, the organisation has evolved to become the **iREACH Rural Health**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

Youth Mental Health:

We are the lead agency for headspace Murray Bridge, headspace Mt Barker and headspace Victor Harbor which provides holistic early intervention services through a range of primary health care providers and consortium partners.

Mental Health Team

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Mannum, Taillem Bend and Meningie.

Demography:

The iREACH Rural Health is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees, and interns within our practices.

The iREACH Rural Health is fully accredited under TQCSI. Our accreditation status is oversighted and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain, and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

iREACH Rural Health abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to:

<http://www.ombudsman.sa.gov.au/isg/>

Seeking employment with the iREACH Rural Health:

Job seekers considering employment with the iREACH Rural Health should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant's suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position's requirements. The person who is best able to demonstrate the match of their knowledge, skills, and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the iREACH Rural Health.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the iREACH Rural Health, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.

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- 2) A resume may be attached to an application, but it should complement the information provided in the application and focus on the broader skills and competencies
- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.
- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no specific requirement, unless otherwise stated. However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.
- 5) Follow the application instructions provided, complete any forms, and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.
- 6) Try to find out as much information as possible about the agency. The iREACH Rural Health website www.mmgnp.org.au contains a lot of useful information.
- 7) Check and recheck your application document, do not rely on your computer’s “spell check”. Get a friend or family member to read the document.
- 8) If you are invited to an interview, it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e., dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, www.workplace.gov.au

JOB AND PERSON SPECIFICATION

Title of Position:	headspace Clinical Team Leader
Classification:	MMGPN EBA 2017 – HPSO 3 (dependent on qualifications and experience - salary sacrifice arrangements are available)
Status of employment:	Contract Position – Renewal dependent upon ongoing funding and performance

Approved by Chief Executive Officer: June 2023

COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

During the period of government health reform from 2013-14, the organisation evolved to become an independent provider of primary health care services, predominantly funded through the Country SA Primary Health Network (PHN) and other levels of government and Medicare-funded services.

Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

Our core business includes primary health, mental health and AOD health services to our local communities. In addition, we offer outreach services to smaller and geographically isolated communities and provide services at low or no cost to clients.

The organisation is administered from its premises in the Rural City of Murray Bridge. Clinical services are provided on-site, with a serviced reception area and consulting rooms utilised by a range of private and project-funded allied health professionals. In addition, youth mental health and drug and alcohol services are provided through the **headspace** Murray Bridge, the **headspace** Victor Harbor satellite site, and **headspace** Mount Barker.

Outreach services are provided to larger towns, including Mannum, Meningie, Tailem Bend and Karoonda. One of our most outstanding achievements has been the significant improvement in access to allied health services for our isolated rural communities.

iREACH employs or contracts a range of allied health workers within its suite of funded programs and private providers. This includes nurses, psychologists, social workers and AOD Workers. In addition, organisational and clinical managers support the qualified and experienced allied health workforce; and comprehensive program guidelines, policies and procedures.

ABOUT HEADSPACE

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12 to 25-year-olds. *headspace* has 149 centres across Australia in metropolitan, regional and remote areas and online and phone support services through *eheadspace*.

headspace can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. Centre details, as well as factsheets and resources for young people and their families and friends, can be located on the *headspace* website: headspace.org.au

The mission of **headspace** Murray Bridge & Mount Barker is to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance abuse disorders through early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework. In addition, *headspace* provides services to young people with moderate to severe mental health through youth complex care funding. **headspace** Mount Barker is funded through the Country SA Primary Health Network.

What is the role of a lead agency?

The **headspace** Mount Barker, Murray Bridge and Victor Harbor centres are under the auspices of iREACH as the Lead Agency. Each centre is supported by a range of consortium partners who share the *headspace* vision.

A lead agency leads each local *headspace* centre on behalf of a regional partnership of organisations responsible for delivering mental health, drug & alcohol, primary care services and community-based providers of vocational assistance and training.

Lead Agencies are locally based and run services that share a *headspace* centre's vision and ensure this is appropriately meeting the local community's needs.

JOB SPECIFICATION

At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

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VISION

Healthy and resilient people and communities

CORE VALUES

inclusivity and diversity

Respect and compassion

Empowerment

innovAtion

Connection

Hope

1. Purpose

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and it is anticipated that individual roles will change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

2. Role Description

The Clinical Team Leader (also referred to as “Clinical Lead”) is a key leadership position. The role provides oversight to the coordination and delivery of clinical services locally, in line with the clinical governance framework and under the leadership of the *headspace* Centre Manager. The Clinical Team Leader is primarily responsible for overseeing, leading and coordinating the day-to-day clinical support functions of the Centre. The incumbent will contribute to developing evidence-based and innovative clinical services and promote the delivery of effective, youth-friendly, family-inclusive and psychologically focused therapeutic interventions for young people. In addition, the Clinical Team Leader will provide clinical support and guidance to clinical staff and play a key role in providing staff with adequate case supervision. The incumbent will be keenly engaged in clinical and caseload reviews and actively manage referrals and demand for clinical services. The Clinical Team Leader will also maintain a 0.5 FTE caseload of direct care to young people and their families, amounting to a minimum of 10 client appointments weekly.

3. Role Accountabilities

1. In collaboration with the Centre Manager, lead and coordinate the clinical support of a multidisciplinary team, ensuring the delivery of local clinical services in line with Clinical Governance protocols.
2. Chair the clinical review meetings and individual case review supervision, managing allocations and the throughput of clients into and out of the service.
3. Take the lead role in triaging all referrals to the *headspace* service.
4. Work closely with the Centre Manager in running an effective clinical team meeting that is focused on quality improvement and the professional development of the team
5. Work closely with external stakeholders as required

4. Key Performance Indicators (KPIs)

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

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- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee’s performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

5. Delegated Authority

The employee is required to comply and refer to the Corporate Governance Policy: ‘Delegation of Authority’ and associated Schedule for the authority levels assigned to this role.

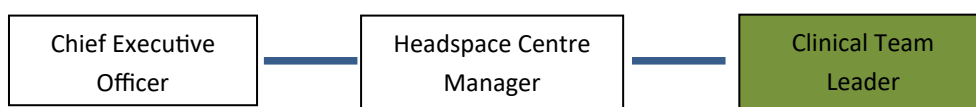
6. Customer Service

It is the responsibility of all employees of iREACH to maintain agreed customer service standards to both the external and internal customer base.

7. Reporting/Working Relationships

- Reports to the **headspace** Centre Manager
- Work collaboratively with the Youth and Community Engagement Leader where required
- In collaboration with the Centre Manager, leads and coordinates the clinical support of a multidisciplinary team, ensuring the delivery of local clinical services in line with Clinical Governance protocols.
- Chairs the clinical review meetings and individual case review supervision, managing allocations and the throughput of clients into and out of the service
- Work closely with external stakeholders as required
- May represent iREACH and/or *headspace* at local, regional, state and national meetings, conferences, and other relevant forums.
- Participate in Performance Review & Development Appraisal at least every 12 months.

8. Organisational Chart



9. Special Conditions

- Exercise delegated authority in accordance with the Corporate Governance Policy: ‘Delegation of Authority’.
- Some after-hours work may be required, for which time off in lieu of overtime may be taken
- Possession of a current SA driver's licence essential
- Some use of own vehicle may be required depending on the availability of iREACH vehicles. Reimbursement will be paid at a rate determined by the relevant Modern Award
- Current comprehensive insurance of any vehicle used for work purposes is required and should be presented for sighting annually
- Participation in annual performance review & development appraisals at least every 12 months

10. Child Protection

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant will be required to demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening

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checks:

- Working with children check (WWCC)
- Vulnerable Person Related Employment Screening
- The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.

11. Work Health and Safety

The Clinical Team Leader is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS
- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

The employee is responsible for protecting their own health and safety at work, as well as co-workers & clients.

The employee is responsible for abiding by the organisation's WH&S policies and direction as set out in iREACH's Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

12. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES

TEAMWORK

- Monitor and contribute to the ongoing development and improvement of clinical services
- Provide clinical leadership, consultation and expertise to headspace clinicians and Private Practitioners in the delivery of specialist mental health care to young people and their families
- Maintain high-quality clinical skills through involvement in direct service delivery.
- Provide support to the **headspace** Centre Manager in the development and implementation of new projects in line with the organisation's goals and deliverables and support the review of the clinical governance manual as directed by the Centre Manager.
- Chair clinical review meetings and ensure meetings occur regularly and that clinical documentation is completed appropriately.

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- Ensure clinical staff are appropriately oriented and ensure adequate supervision, training and professional development to clinical staff
- Maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people
- Represent the service at interagency and other forums as required
- Model and demonstrate constructive working relationships and information exchange across the organisation.

QUALITY ASSURANCE

- Ensure the collection of all relevant data to measure deliverables and continuously improve and evaluate the delivery of headspace services
- Manage client allocations and oversee waitlists as appropriate and review for service throughput in line with clinical governance processes.
- Contribute to the vision, strategic planning and relevant policy development for headspace

COMPLIANCE

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for iREACH values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

13. PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Qualifications:

- Approved tertiary qualification in an allied health discipline including social work, psychology (clinical, counselling, 4+2 and 5+1 pathway), mental health nursing and occupational therapy.
- Full registration with AHPRA or eligibility for full membership with AASW.
- Advanced clinical skills, particularly in the delivery of psychological therapies to individuals, families and/or groups.
- Mental Health accreditation achieved via appropriate Professional body: SW, OT or Nursing background in line with Youth Complex Care (Funding requirements and caseload expectation under YCCC).

Experience:

- Experience in complex clinical triage, assessment and allocation of referrals.
- Experience in service development and maintaining continuous quality improvement.

Knowledge:

- A working knowledge of current psychiatric diagnostic and classification systems.
- Demonstrated knowledge, skills, and experience in involving young people in their own care
- Knowledge, skills, attitudes and demonstrated behaviours that are positive towards young people and their mental health

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Personal Skills / Abilities:

- Proven ability in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and performance management processes.
- Highly developed verbal and written communication skills.
- An excellent track record in building and maintaining effective working relationships with a range of stakeholders.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and data management tools.
- Ability to work both independently and collaboratively as a productive team member.

DESIRABLE REQUIREMENTS

Knowledge and Experience

- Postgraduate qualification in an area related to youth mental health.
- Demonstrated experience in primary health care clinical services and leadership roles.
- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system in Australia.

ORGANISATIONAL REQUIREMENTS

COMPLIANCE

- Be aware of and adhere to iREACH policies and procedures
- Display a commitment and passion for iREACH core values

OTHER RESPONSIBILITIES

Equal Opportunities Legislation

Promoting and implementing policies, procedures, and the prevention of harassment, bullying and intimidation.

Professional Codes of Conduct and Ethics

Complying and practising within relevant Federal and State Legislation and the profession's code of practices/ethics

The incumbent is obligated to refer to their job and person specification along with iREACH's Manuals and Registers and other relevant Roles and Responsibilities statements as required.

The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.

End