
ENHANCED CARE COORDINATOR

FEBRUARY 2025



POSITION SUMMARY

Location:	headspace Sunshine		
Functional area:	Primary Clinical Services		
Classification/ Salary:	Health Professionals and Support Services Award 2020, Health Professional Employee, Level 3 + 11.5% super + access to \$15,900 NFP salary packaging + personal use car.		
Job level:	Level 3		
Reports to:	Clinical Services Manager		
Employment type:	Part time (0.8FTE)		
Employment length:	Ongoing, subject to funding		
Direct reports	-	Indirect reports	-

POSITION PURPOSE STATEMENT

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. 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 be involved in service development.

About headspace

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.

POSITION FOCUS

	Key responsibility area	Percentage
1	Clinical support	60%
2	Stakeholder engagement	20%
3	Administration	10%
4	Other	10%

POSITION KEY RESPONSIBILITY AREAS

<p>1. Clinical support</p> <ul style="list-style-type: none"> • Work with 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. • 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. • Assist in covering clinical service management tasks when required. <p>2. Stakeholder engagement</p> <ul style="list-style-type: none"> • 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. • 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. <p>3. Administration</p> <ul style="list-style-type: none"> • Maintain accurate and timely case notes and records in approved database systems. <p>4. Other</p> <ul style="list-style-type: none"> • 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. • The role may incorporate other service development activities and responsibilities as directed by the Clinical Services Manager. • Comply with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.

EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Approved tertiary qualifications in a relevant discipline (Psychology, Social Work, Occupational Therapy, Mental Health Nursing). • Full registration with AHPRA or AASW (or eligibility for).
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EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> • 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. • 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. • 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.
Personal attributes	<ul style="list-style-type: none"> • 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. • 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 support clinical research within the service.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Enhanced Care Clinician • Access team clinicians • Allied health contracted staff • Senior clinicians • CSM
External	<ul style="list-style-type: none"> • GP's • Psychiatrists • Other MH and support services • Tertiary services

SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> • 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 located within the north and west of Melbourne. • A current Victorian driver's licence. • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

- **Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.**

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen’s high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]