



Employee Position Description

Position Details		
Position Title: Team Leader – headspace Malvern	Department: Mental Health and AOD	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Manager, headspace	Location: headspace Malvern/Hawthorn	
Direct Reports: 6-8	Employment Permanent Part time 0.8EFT	Classification: Social Worker Level 6, Paypoint 1
Position Primary Purpose		
<p>The Team Leader at headspace will be an important part of the headspace Leadership team, working closely with the other Team Leader, Senior Clinicians and Manager. The role will provide operational leadership and line management to headspace staff located at headspace Malvern. The position includes chairing allocation meetings and overseeing the waitlist/demand management processes to ensure young people are referred to the most appropriate service and supported whilst waiting for service.</p> <p>The Team Leader will ensure the headspace team provides a welcoming first pointing first point of contact for young people and their family/friends seeking support at headspace. The role will work closely with the Team Leader at headspace Hawthorn in managing rosters and service enquiries. The role will also have a service delivery component, providing support, assessment and intervention to young people.</p> <p>This role may also involve some after hours and off-site work. Services will be delivered by combination of face-to-face and telehealth.</p>		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Decision Making Authority		Key Relationships	
Decisions made independent of Manager <ul style="list-style-type: none"> As per AccessHC Delegation of Authority framework 		Internal <ul style="list-style-type: none"> headspace Hawthorn, Malvern and South Melbourne teams AccessHC Mental Health and AOD teams GP and medical practice headspace Youth advisory group 	External <ul style="list-style-type: none"> Family and friends headspace National and other Centres GPs and other health professionals Aboriginal health services Tertiary Mental Health Services Consortium partners Schools, universities, Child Protection, youth services and community groups/agencies
Key Accountabilities			
Focus Areas		Responsibilities	
Team Leadership		<ul style="list-style-type: none"> Provide day to day line management and operational supervision to all direct reports, including the approval of timesheets/leave, rostering, individual workplans and other line management duties Support staff in the team to appropriately review and discharge young people to ensure that the service is meeting KPIs in relation to new consumers Chair allocation meetings with headspace staff and co-located partner services Provide clinical expertise and secondary consultation to staff and external agencies to assist with appropriate referral, assessment and treatment planning for young people Support the Manager with recruitment, induction and training of new staff at headspace; lead the induction and on-boarding for all direct reports Provide regular updates and feedback to the Team Leader-Hawthorn, Senior Clinicians and Management regarding service demand, demand management and waitlists With support from Senior leadership, implement waitlist management strategies (eg, Single Session, groups and Orygen MOST) Ensure close collaboration and smooth referral pathways for young people between headspace Hawthorn and Malvern Centres Work with the Team Leader-Hawthorn, Senior Clinicians and Management to ensure policy, procedure and best practice guidelines are implemented in the team. Work collaboratively with other teams across AccessHC and externally to ensure integrated service delivery for young people and their families With the Manager, review and adapt the service access model with staff and the Youth Advisory Group on a regular basis to ensure the service is accessible, inclusive and responsive to young people's needs 	

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Direct Service Delivery: Evidence-Informed Intake, Assessment and Brief Intervention	<ul style="list-style-type: none"> • Work with the Team Leader-Hawthorn to have oversight of referral inbox and incoming calls from young people, family and other referrers conduct initial assessment, brief intervention and safety planning as required • In line with the EMHSCA (Eastern Mental Health Service Coordination Alliance) Share Care Protocol, ensure that young people are able to participate in collaborative shared care, which includes (but not limited to): participation in care team meetings, development of collaborative care plans, sharing information with care team members and involving their family/friends in their care plan where appropriate • Provide engagement based on welcome, hope and empathy to all young people presenting for support, including (but not limited to) working in a dual-diagnosis framework and responding to young people with mental health, alcohol and other drug and other co-occurring issues • Provide assessment, brief intervention, case management and single session therapy using evidence-informed practice for young people where clinically appropriate
Networks, Liaison and Partnerships	<ul style="list-style-type: none"> • Actively participate and work cooperatively within the multidisciplinary team, collaborative partner organisations and with young people, family/friends, referrers and other stakeholders • Maintain an excellent knowledge of relevant services to the headspace Malvern and headspace Hawthorn Centres to ensure appropriate allocation of young people to internal and external services • Develop and maintain appropriate networks and resources to enable the referral of young people to broader community services • Provide secondary consultation and information sessions to the community as required • Encourage links, participation and on-going involvement between young people and their extended networks • Work within a systemic framework including providing psychoeducation to support systems/families so the young person can be supported in their environment • Represent headspace and AccessHC on relevant networks and committees as required in a professional and respectful manner
Quality, Reporting and Clinical Governance	<ul style="list-style-type: none"> • Participate in regular clinical and operational (line management) supervision as directed by the Manager • Participate in team meetings, allocation and case review meetings • Develop practice knowledge and expertise through active learning within the team, and by engaging in professional and service development activities • Ensure clinical files of the team are maintained to a high standard to facilitate good clinical management and accountability • Ensure all occasions of service, clinical outcomes and other reporting requirements are documented within required timeframes to a high standard • Comply with data collection standards, including use of hAPI, and ensure that direct reports are entering accurate and complete data within required timeframes • Work with the Manager to lead quality and service improvement activities, including service accreditation and the headspace Model Integrity Framework (hMIF) audit
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC values of: <ul style="list-style-type: none"> – Equity

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	<ul style="list-style-type: none"> – <i>Collaboration</i> – <i>Respect</i> – <i>Quality</i> – <i>Innovation</i>
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct • Deliver services in accordance with the headspace National framework • Maintain updated and valid credentials in accordance with relevant legislation, professional body, and registration and industry requirements as applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria				
Mandatory selection criteria items <ul style="list-style-type: none"> • Police Check • International Police Check - if lived o/s for more than twelve months in past ten years • Working With Children Check • NDIS Worker Check • Driver's Licence Key selection criteria items <ul style="list-style-type: none"> • Relevant tertiary qualifications in mental health, alcohol and other drugs, social work, psychology or other relevant discipline • Demonstrated experience working in youth mental health, alcohol and other drugs, community or similar health services (minimum five years' experience) • Experience and skill in brief intervention and clinical risk assessment and management • Relevant training, experience or qualifications in leadership • Skills in working with young people across the 12–25-year age group and understanding of relevant social and developmental stages 		Attributes <ul style="list-style-type: none"> • Genuine interest and passion working with young people, carers and friends • Strong leadership, communication and interpersonal skills • Excellent knowledge and understanding of the youth mental health and related services sector • Demonstrated ability to work creatively and respectfully with young people from a diverse range of social, cultural and ethnic backgrounds, including LGBTIQ+, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities • Effective time management and prioritisation skills • High level of accuracy and attention to detail • Demonstrated ability to work independently and in a team environment 		
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</i></p>				
Authorisations				
Employee Name: Signature:		Manager Name: Signature:		
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