



Murray Mallee  
General Practice  
Network



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

[www.mmgn.org.au](http://www.mmgn.org.au) - (08) 8531 1303



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## Vacancy Information:

- Position:** *headspace Clinical Care Coordinator*
- 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. TOIL & 5 weeks Annual Leave, all of which will significantly boost your overall package.*
- Status:** *FTE 1.0. Fixed term until 30 June 2021.*
- Closing Date:** *Friday 14<sup>th</sup> February 2020*

Thank you for your interest in applying for the above position.

If you have a passion for making a difference in the lives of young people aged 12 – 25 years, particularly those at risk of developing mental health issues and/or substance use disorders as well as young people who have economic and social recovery needs, then we want to hear from you. We have a rewarding professional full-time role available, based at our Murray Bridge Office.

headspace Murray Bridge is seeking a full time Clinician with expertise and a passion for working with young people experiencing or at risk of experiencing more severe mental health concerns.

This exciting position will see your role mostly working directly with the young people and their families to provide both direct therapeutic services and case management as needed. This role will be integral in supporting other clinicians working with young people under mental health care plans and in our primary headspace services, through the provision of care co-ordination services to ensure a wholistic service is offered.

To be eligible to apply for this position you must have allied health qualifications and Mental Health accreditation relevant to your professional background.

Remuneration will be negotiated dependent on skills, experience and qualifications. Our organisation offers generous salary packaging options, 5 weeks Annual Leave, TOIL and a flexible and supportive working environment.

Job description and advice on how to apply can be obtained on our website: [headspace.org.au/murraybridge](http://headspace.org.au/murraybridge). All enquiries to [suzannef@mmgpn.org.au](mailto:suzannef@mmgpn.org.au) or phone (08) 8531 2122.

Applicants are requested to send a covering letter, addressing the key selection criteria, and resume to the Clinical Lead Suzanne Fuzzard, PO Box 558, Murray Bridge 5253 or emailed to [suzannef@mmgpn.org.au](mailto:suzannef@mmgpn.org.au) by **COB Friday 14<sup>th</sup> February**.



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This information package contains information about the Murray Mallee General Practice Network, and guidelines on submitting your application.

You will find within this information package:

- **An overview of the Murray Mallee General Practice Network**
- **Position Description & role requirements.**

### **How to apply:**

Applicants are requested to send a covering letter, addressing the key selection criteria and resume, to headspace Murray Bridge, Po Box 558, Murray Bridge SA 5253—Attention to the Clinical Lead Suzanne Fuzzard. All enquiries can be directed to the Ms Suzanne Fuzzard, headspace Murray Bridge, on 8531 2122 or [suzannef@mmgpn.org.au](mailto:suzannef@mmgpn.org.au)

### **About Us:**

Established in 1995 as the **Murray Mallee Division of General Practice**, the organisation has evolved to become the **Murray Mallee General Practice Network**, 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 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, Taillem Bend and Meningie.

### **Demography:**

The Murray Mallee General Practice Network 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 Sturt 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 MMGPN is fully accredited under SAI GLOBAL. 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.

Murray Mallee GP Network 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 Murray Mallee General Practice

### Network:

Job seekers considering employment with the Murray Mallee General Practice Network 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 Murray Mallee General Practice Network.

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 Murray Mallee General Practice Network, 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.
- 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



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- 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 Murray Mallee General Practice Network website [www.mmgn.org.au](http://www.mmgn.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](http://www.workplace.gov.au)



## **JOB AND PERSON SPECIFICATIONS**

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Title of Position:	<i>headspace</i> Clinical Care Coordinator
Classification Code:	<b>MMGPN EBA 2017 RN2/HPSO-2 (dependant on qualifications &amp; experience – salary sacrifice arrangements are available)</b>
Type of Position:	<b>Full Time</b>
Term Appointment:	<b>Contract until 30<sup>th</sup> June 2021, renewal subject to performance and ongoing funding.</b>

Approved by Chief Executive Officer: January 2020

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## **POSITION SUMMARY**

The mission of **headspace** Murray Bridge 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. **headspace** Murray Bridge is funded through the Country SA Primary Health Network.

The **headspace** Murray Bridge program is under the auspices of the Murray Mallee General Practice Network as the Lead Agency and is supported by a range of consortium partners who share the **headspace** vision.

The **headspace** Clinical Care Coordinator facilitates excellence in health service delivery and clinical practice to achieve improved outcomes for clients of **headspace** Murray Bridge. The position is responsible for the provision of Mental Health Clinical Care and Coordination to young people as part of the Youth Clinical Care Coordination (Youth Triple C) program operating within the **headspace** Centre. Direct delivery of mental health services is an integral component of this role.

The two key goals of the Youth Triple C program are to:

- Improve access to mental health care for young people who are experiencing complex mental health and/or psychosocial challenges, to maximise recovery and prevent escalation of their service needs; and
- Provide care coordination and direct therapeutic services to young people with complex needs and the families/carers involved in their care.



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## **JOB SPECIFICATION**

### **Reporting/working relationships**

- Reports to the **headspace** Team leader
- Provides leadership and support to clinicians employed by **headspace** Murray Bridge in regard to clients with complex care needs and service pathways
- Develops and maintains collaborative relationships with other clinical service providers

### **Special Conditions**

- Some after-hours work may be required for which time off in lieu of overtime may be taken
- Some intrastate and interstate travel will be required
- Must hold a current driver's licence
- Some use of own vehicle may be required depending on the availability of MMGPN 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
- Support the aims and objectives of MMGPN through understanding and implementation of the MMGPN Strategic Plan

## **CHILD PROTECTION**

In accordance with the South Australian Children's Protection Act 1993, the successful applicant will be required to attain and hold a current National Police Certificate prior to employment.

Murray Mallee General Practice Network require all staff to undertake the following Department Community & Social Inclusion (DCSI) screening checks:

- Working with Children Check
- 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 environment

## **WORK HEALTH & SAFETY**

- The employee has a responsibility to protect his or her own health and safety at work, as well as co-workers & clients.
- The employee has a responsibility to abide by the organisations WH&S policies and direction as set out in MMGPN's Operation Manual.
- The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work



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**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 in relation to health or safety at work
- comply with work health and safety policy in the workplace
- ensure that he or she is not, by the consumption of alcohol or a drug, in such a state as to endanger his or her own safety at work or the safety of any other person at work.

## **STATEMENT OF KEY RESPONSIBILITIES AND DUTIES**

### **Compliance**

- Comply with deliverables under contractual obligations
- All data integrity standards are maintained to ensure compliance with contractual requirements / minimum data set

### **Clinical Care Coordination and Service Provision**

- Providing clinical mental health services to support the needs of people with severe and complex mental illness who are best managed in primary health care;
- Improving care by providing service coordination, regular follow-up and review, access to support and compliance with treatment plans;
- Promoting the use of a single multiagency care plan to help link providers across multiple services involved in an individual's care;
- Ensuring that referral pathways are in place to enable and support clients to seamlessly transition between services as their needs change;
- Contributing to addressing the physical health inequities of individuals with severe mental illness within the region;
- Supporting engagement between GPs and Psychiatrists where required;
- Supporting step up/step down and post discharge activities with state-funded Local Hospital Network (LHN) mental health services
- Co-facilitate and participate in clinical partnership arrangements with State mental health services;
- Coordinating support between GPs, state-funded LHN and national NDIS assessment and referral to help match people to the service pathway which best meets their needs;
- Support clients to effectively manage their symptoms and avoid unnecessary hospitalisation; and
- Progressing service delivery activities towards being part of a region wide stepped care model.

### **Program Development and Implementation**

- The Clinical Care Coordinator contributes to the development and implementation of programs within budgetary and program guidelines.
- Take a leading role in ensuring appropriate clinical service delivery within an integrated service model
- Develop a collaborative approach with relevant agencies to ensure effective management of youth mental health conditions within the community.
- Participate in effective data collection to facilitate accurate reporting to funding bodies.



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### **Supervision and professional development**

- The Clinical Care Coordinator supports the Clinical Lead in providing dynamic leadership and direction to clinicians and students (if applicable) employed or placed within headspace programs.
- Chair and document client review processes.
- Provide guidance, support and supervision to clinicians and support staff to ensure outcomes, timelines and strict reporting requirements are maintained.
- Ensure that lessons of ethical and social action are shared across the organisation and programmatic strengths and challenges are being represented at state and national levels.
- Participate in and promote ongoing professional development including annual performance reviews.

### **Service provision**

- The Clinical Care Coordinator contributes to the development and continuous improvement of headspace mental health service delivery.
- Participate in the development and delivery of individual care planning, group work, individual and family sessions as part of an individual complex care case load and as consultant to other Allied Health workers at Murray Bridge headspace.
- Provide service development and practice in line with evidence based best practice guidelines for young people and their families presenting with complex mental health needs.
- Support referral and liaison with relevant service providers (eg psychiatric, psychological, medical, welfare and educational).
- Maintain appropriate case notes, records and data.
- Ensure service provision to ATSI and CALD community members is culturally appropriate.
- Contribute to and promote professional education of General Practice and Allied Health Providers.
- Actively participate in all clinical supervision activities, evaluation processes and team meetings at headspace.
- Participate in community education and promotional strategies.

### **Quality Assurance**

- The Clinical Care Coordinator supports the development and implementation of initiatives to foster continuous quality improvement and assurance.
- Participate in team meetings, planning activities and organisation-wide quality assurance activities.
- Represent headspace Murray Bridge at local, regional, state and national meetings and conferences as required.
- Research and collate information relating to the mental health needs of the community to inform mental health program and service delivery planning.
- Contribute to best practice standards of mental health service delivery through supporting the development and implementation of quality management systems, evaluation and reporting.
- Ensure principles of equal opportunity, fairness, honesty and respect and occupational health, safety and welfare are fostered in the workplace



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**PERSON SPECIFICATION**

**Essential Minimum Requirements**

**Qualifications (one of the following):**

- Mental Health Social Workers (must be eligible to be a member of the AASW and hold current certification as Accredited Mental Health Social Worker)
- Psychologists (must be registered under the provisions of the Psychological Practices Act, 1973 and registered with AHPRA)
- Registered Nurses (must have post graduate tertiary mental health qualification and be registered with AHPRA)
- Occupational Therapists (must have mental health credentialing and be registered with APHRA)

**Experience:**

- Extensive post graduate experience in the provision of mental health assessment and services, including psycho-education and short term focused psychological strategies/ interventions to people of all ages and backgrounds experiencing mental health difficulties.
- Proven track record providing best practice clinical care within the mental health field including psychological and therapeutic treatments for people experiencing severe mental health conditions.
- Skills in working with families is highly valued for this position.
- The ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks.
- Experience working in a multidisciplinary team environment, coordinating client care.
- Experience in the youth and/or mental health sector.
- Demonstrated skills in staff supervision and proven ability to contribute to clinical leadership in a multidisciplinary team.
- Successful experience in change management and providing direction, leadership and supervision to a team, including team development.

**Knowledge:**

- Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.
- Highly developed verbal and written communication skills.
- Demonstrated skills in staff supervision and proven ability to contribute to clinical leadership in a multidisciplinary team.
- Computer skills including word processing, spreadsheets, electronic medical/case records and database applications.
- Exceptional interpersonal and communication skills with the ability to form engaging relationships with clients and their families.
- Excellent problem solving skills and demonstrated ability consulting, liaising and negotiating with internal and external stakeholders.
- An understanding of and commitment to ethics and confidentiality issues, particularly in relation to the health and medical professions.
- Knowledge of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the Occupational Health, Safety and Welfare Act.



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### **Personal Attributes:**

- High levels of professionalism, confidentiality and discretion.
- Positive, respectful and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.
- Highly self-motivated and dynamic personality with the ability to lead the development of youth complex care service delivery with a level of autonomy.
- Proven skills in decision making, problem solving, time management and setting priorities to achieve program outcomes
- A sense of humour is essential.

## **DESIRABLE REQUIREMENTS**

### **Experience**

- Experience working in a primary mental health care.
- Experience in working with community members from diverse social, cultural and linguistic backgrounds.
- Experience working with young people and their families desirable.

### **Knowledge**

- Computer skills in the Microsoft Windows environment.
- Occupational Health, Safety and Welfare Act, policies and practices.
- Equal Opportunities Legislation, policies and practices.

## **ORGANISATIONAL REQUIREMENTS**

### **COMPLIANCE**

- Be aware of and adhere to MMGPN’s policies and procedures.
- Display a commitment and passion for MMGPN Values.

### **OTHER RESPONSIBILITIES:**

- Equal Opportunity Legislation  
Promoting and implementing policies, procedures, and the prevention of harassment, bullying and intimidation.
- Professional Codes of Conduct and Ethics  
Complying and practicing within relevant Federal and State Legislation and the profession’s code of practices/ethics.

Incumbent is obligated to refer to their job and person specification along with MMGPN’s Manuals and Registers and other relevant Roles and Responsibilities statement as required



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**SIGNED:**

**SIGNED:**

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**Chief Executive Officer**

**Employee**

**PRINT NAME:**

**PRINT NAME:**

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**Date:**     /     /

**Date:**     /     /

*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**