
CLINICAL SERVICES MANAGER

MARCH 2025

orygen

POSITION SUMMARY

Location:	headspace Craigieburn		
Functional area:	Primary Clinical Services		
Classification/ Salary:	Health Professionals and Support Services Award 2020, Health Professional Employee Level 4 + 11.5% super + access to \$15,900 NFP salary packaging		
Job level:	Level 4		
Reports to:	Acting Chief of Clinical Operations		
Employment type:	Full time		
Employment length:	Ongoing		
Direct reports	7	Indirect reports	9

POSITION PURPOSE STATEMENT

As a leader of Orygen's headspace centre, the Clinical Services Manager (CSM) plays a pivotal role in managing and coaching an effective multi-disciplinary team. The CSM is responsible for overseeing the implementation and maintenance of all aspects of clinical and community awareness services/activities at the centre, developing partnerships with key stakeholders, supporting innovative research and evaluation, managing risk and enhancing operational effectiveness.

The CSM is a highly motivated and dynamic person who will develop and maintain an integrated model of clinic-based health service delivery to young people, their families or carers and the wider community in the area served by the headspace centre. As a member of the management team, the CSM will contribute to the service modelling and implementation of quality, innovative youth services across the region.

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	Service management	40%
2	Staff management	30%
3	Compliance and quality improvement	20%
4	Other	10%

POSITION KEY RESPONSIBILITY AREAS

<p>1. Service management</p> <ul style="list-style-type: none"> Promote evidence-based clinical practice, facilitate clinical review meetings, and demonstrate active leadership in the clinical decision-making process regarding the care of young people attending the centre. Ensure that the operation of the headspace centre is in accordance with the strategic goals, vision and mission of Orygen, contractual performance required for the workplan with the NWMPHN and aligned with the model integrity and quality of services for the headspace platform licensed by headspace National Office. Work with the management team in the planning and implementation of relevant and innovative clinical services and contribute to program development and research/QA activities to ensure service integrity and quality across the region and across the continuum of care aligned with Orygen strategic direction. Provide complex, significant and high-level creative planning, program and managerial functions. Provide leadership and support in the development and delivery of youth and family participation initiatives. Work and consult with the Operations Director, and management team in the planning, implementation and evaluation of community awareness and capacity building activities. Provide consultation and support to co-located service providers in the integration and delivery of services at the centre. Develop and maintain partnerships and service level agreements with relevant youth and family services in the community to promote holistic and integrated care for young people and their families/carers. Ensure youth and family participation in all aspects of service development, delivery and evaluation. Plan and participate in training and secondary consultation activities, working closely with the headspace Community Awareness Officer and Access Team members. Responsible for the achievement of significant organisational objectives and programs. Complete relevant reporting to funders, ensuring that performance targets are met. <p>2. Staff management</p> <ul style="list-style-type: none"> Provide leadership, supervision and line management support to the multidisciplinary team Provide leadership, support and consultation to the team of private allied health practitioners. Responsible for high level creative, planning and management functions. Provide strategic support and advice at the senior management level. Develop and implement individual work plans for the multi-disciplinary team and monitor performance against the annual workplan of the centre. Work collaboratively with the Practice Manager and the Partnerships Manager to ensure that all administrative processes are integrated and supported by the clinical team. <p>3. Compliance and quality improvement</p> <ul style="list-style-type: none"> Work and consult with the Operations Director to ensure all quality standards are in place and in line with accreditation standards to meet compliance with contractual and licence agreements for national office, and the PHN e.g. AGPAL, hMIF. Work with other members of the management team to develop, implement and review the clinical governance framework. Responsible for site incident management and operations including role of Fire Warden for site.

- Actively lead and participate in our ongoing quality improvement activities, including evaluation and analysis of guidelines, policies and procedures.
 - Conceptualise, develop and review policies, objectives and strategies involving high level liaison with internal and external client areas.
- 4. Other**
- The role may incorporate other service development activities and responsibilities as directed by the Operations Director.
 - Any other duties as reasonably requested that are commensurate with the level of responsibility of the position.

EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Approved tertiary qualifications in a relevant discipline (such as psychology, social work, occupational therapy, mental health nursing). • Full registration with AHPRA or membership with AASW.
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EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> • Significant experience in the delivery of mental health assessments, crisis management, psychoeducation, and short-term focused interventions to young people and their families/carers. • Strong people management skills. • Experience in leading and developing teams. • Well-developed knowledge and understanding of current youth health/mental health policy issues in Australia including early intervention, service system reform and the establishment of integrated and coordinated service delivery. • Demonstrated experience in the development, implementation and review of clinical governance frameworks and practice, including quality improvement, risk management and compliance monitoring and reporting. • Highly developed skills in decision-making, problem-solving and risk management. • Extensive experience in the provision of professional supervision and secondary consultation with a wide range of professionals. • Commitment to supporting clinical research within the service. • Knowledge and experience in working in a private practice environment. • Ability to develop, implement and evaluate community awareness and capacity building activities. • Experience in the development and delivery of youth and family participation programs. • Experience in the development and delivery of group-based interventions.
Personal attributes	<ul style="list-style-type: none"> • Ability to establish and maintain collaborative partnerships with a range of service providers and organisations. • Ability to be self-motivated and directed, demonstrating a sound ability to proactively oversee and make decisions in relation to the intake/assessment services and young people’s suitability for ongoing treatment/support services at the centre. • Highly developed communication and interpersonal skills (written and verbal), problem solving and negotiations skills. • Strong leadership skills, capable of guiding and inspiring a team towards achieving common goals. • Skilled in team-building techniques, promoting collaboration, trust, and mutual respect among team members.

	<ul style="list-style-type: none"> • Adapts easily to changing circumstances and can manage multiple priorities effectively. • Committed to mentoring and developing team members, fostering professional growth and continuous improvement.
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KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • People & Culture • Finance • Clinical leadership • Quality Improvement Team
External	<ul style="list-style-type: none"> • NWMPHN • headspace National • Orygen Specialist Programs • GV Specialist Programs • RCH Specialist Programs • Co-located partners - Consortia

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 (desirable). • 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. • You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential. • Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.
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SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> • 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. • You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

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