

Delivering local health solutions through general practice

The Townsville General Practice Network (TGPN) recruitment processes are designed to support our organisational goal to build the role and status of General Practice within health service provider community, focusing on leading strong effective primary health care.

Job Information	
Reference:	MHC10
Classification level	TGPN 6
Local title	Mental Health Clinician - headspace . Psychologist, Social worker, Occupational therapist, Mental Health Nurse
Location	Townsville General Practice Network - Townsville
Service	Mental Health /headspace
Classification of immediate supervisor	MH Services Director
Type of employment	Full time

Summary of responsibilities

This role aims to provide clinical mental health services to Youth aged 12 -25 years underpinned by the headspace model through early identification and effective evidenced-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework.

The Youth Mental Health Clinician will:

- Contribute to strategic thinking that supports and promotes the **headspace** model as well as Townsville General Practice Network's work and goals within the Townsville community of health service providers;
- Achieve results within the agreed performance expectations;
- Support productive working relationships through the development and maintenance of effective internal and external relationships, partnerships and networks;
- Show personal drive and integrity
- Communicate with influence
- Apply and build appropriate skills, knowledge and experience relevant to this position.

Your opportunity to support Townsville General Practice Network lead strong effective primary health care

Job Requirements

Job Title:	Mental Health Clinician - headspace
Team	Health Service Delivery
Service	Mental Health/headspace
Organisation	Townsville General Practice Network

Divisions of General Practice Network Responsibilities

The Divisions of General Practice Network role is to improve the quality of and access to primary health care services across the nation. The Network is funded by the Australian Government to support programs which address primary health care priorities and improve health outcomes for the Australian population. The key objectives of Divisions of General Practice Network are to:

- Support GPs and general practices within a changing primary care environment;
- Improve access to health services especially for high need population groups;
- Encourage integration and multi-disciplinary care;
- Focus on prevention and early intervention;
- Better manage chronic conditions;
- Build the evidence base for effective, quality primary care;
- Use technology to support best practice; and
- Ensure a growing consumer focus.

Townsville General Practice Network Responsibilities

Townsville General Practice Network is responsible for working with general practices and other health service providers within the Townsville Community to provide the local infrastructure, education and assistance required to achieve the objectives of the Divisions of General Practice Network. Townsville General Practice Network's vision is to 'lead strong effective primary health care'. Key strategies include

- the development and maintenance of a strong governance and performance improvement culture;
- Building the role and status of general practice within the health service provider community.

Health Service Delivery Responsibilities

Townsville General Practice Network's Health Services provide leadership in the development, maintenance and enhancement of Health solutions that improve the delivery of Primary Health Care in Townsville and that support the objectives of the Divisions of General Practice Network. The Health Services team will contribute to the continuous improvement and effective management of health solutions that are adaptable to current and future needs as these are identified. The Health Services team is responsible for working with other teams within the Townsville General Practice Network to meet its key objectives including developing systems for stakeholder engagement, succession planning and maintaining a positive workforce environment.

All Health Services activities are aimed at improving access and integration and apply the principles of quality improvement and early intervention. Health Services is divided into three streams: Chronic Conditions Management, Mental Health and Community Enhanced Delivery

Mental Health Services Teams Responsibilities

The Mental Health Services has four (4) teams.

1. The Townsville **headspace** Community of Youth Services – provides holistic multidisciplinary services with a major focus on mental health and drug and alcohol services to 12 -25 year olds;
2. Access to Allied Psychological Services (ATAPS) – provides access to psychological services free of charge at point of service delivery for identified groups ranging from 12 years and above;
3. Mental Health Nurse Initiative Program (MHNIP) – provides support to patients with diagnosed chronic mental health conditions within the general practice setting;
4. Mental Health Liaison Services – provides support, communication and liaison for general practices, Townsville District Health Services, non government organisations and other mental health service providers.

Headspace Team Responsibilities

headspace Townsville provides a range of services including: primary health, mental health, substance use counseling, and social recovery programs. **headspace** is staffed by a multidisciplinary team of health professionals (GPs, psychiatrist, psychologists, social workers, and youth workers) and administrative staff. **headspace** services have a primary focus on *early intervention* utilizing evidence based best practice, with the vision of improving the quality of life of young people.

www.headspace.org.au.

Job Responsibilities

Key Roles

- Provide direct clinical mental health care to **headspace** clients, guided by the key **headspace** principles of access, social recovery, relevance and engagement of the young person.
- Assist in developing and implementing evidence-based clinical treatment interventions for youth from diverse backgrounds
- Negotiate with other Government and non government Organisations to enhance access to services
- Coordinate appointments and manage referred patients.
- Provide GP feedback on initial consultation and patient plan.
- Provide GP feedback (outcomes and recommendations) in a discharge letter after last consultation.
- Manage patient data which includes clinical notes, National MDS by effectively utilising Profile HCC.
- Develop, maintain and improve links with Townsville GPs and Mental Health Nurses working in General Practice.
- Maintain quality and safety standards.
- Support other TGPN staff to work with General Practice and to deliver high quality programs especially in the planning and delivery of mental health services.
- Promote TGPN's profile through working with GPs and other health services.
- Deal efficiently and courteously with all contacts
- Assist with maintaining good team spirit and enthusiasm.
- Maintain confidentiality on sensitive issues.

Job Specific Duties

Provision of clinical services for clients with mental disorders:

- Establish a therapeutic relationship with the client;
- Provide evidence-based interventions
- Liaise closely with GP together with family and carers as appropriate;
- Regularly review the client's mental state;
- Provide services in a range of settings, such as in GP clinics, AHGP or at **headspace** site.

Coordination of clinical services for clients:

- Conduct **headspace** psychosocial assessment and other assessments as indicated.
- Provide focussed therapies as indicated by the assessment and needs of the client.

- Coordinate appointments for the client and manage issues affecting the client's ability to maintain regular appointments
- Working with the GP and other health professionals in managing client care
- Utilising Team Case Reviews, supervision and line management to enhance client care.

Care Plan Development and Data Management:

- Develop a plan for delivering focussed interventions based on initial assessment for clients.
- Provide GP feedback on initial consultation and client plan.
- Provide GP feedback (outcomes and recommendations) in a discharge letter after last consultation.
- Utilising Profile HCC as per policy and procedures to ensure compliance and data collection according to the National Office MDS

Caseload Management:

- Manage the agreed caseload of clients.
- Discharge the client from service when they have completed therapy or are no longer eligible.

Quality and Safety:

- Work within the team's policy and procedures
- Engage in Mental Health promotion.
- Maintain accountability and responsibility for the standard of care delivered.
- Provide ethical decision making in the achievement of client goals.
- Participate in identifying, initiating, implementing and evaluating quality activities in areas requiring service improvement, and actively participate in service policy/procedure development and review, utilising evidence-based and best practice principles.
- Comply with the requirements of a workplace environment including workplace health and safety, equal employment opportunity, anti-discrimination and behaviour in the work environment.

All health professionals, who in the course of their duties suspect that a child or young person has been abused or neglected in their home/community environment, have a legislative and duty of care obligation to immediately report such concerns to the Department of Child Safety. All relevant health professionals are also responsible for the maintenance of their level of capability in the provision of health care and their reporting obligations in this regard.

Job Specific Requirements:

- Current registration with the specific discipline body that meets the requirement for working in Queensland.
- Evidence of training in relevant mental health therapies and be competent in the delivery of these therapeutic techniques when treating young people with mental health issues and disorders. To competently provide services under the Initiative, the health professionals must have appropriate:
 - Knowledge (including the theory underpinning evidence-based interventions, and research in to their effectiveness);
 - Skills (in delivering best practice, evidence-based, effective interventions); and
 - Experience in assessing and treating patients with the range of mental health problems to be targeted.
- Analytical, problem solving and strategic planning skills, including the ability to provide constructive information and advice on clinical issues.
- High level of written and verbal communication skills.
- Understanding of contemporary issues in the health care system, particularly those relevant to general practice or the ability to

acquire such knowledge.

- Ability to work effectively in a team environment.
- Ability to work flexible hours.
- Computer literacy.
- Current drivers licence and own car.

Statement of Claims

The *Statement of Claims* is an essential part of your job application. It must be completed along with a *Resume* and submitted by the due date to complete your application. There are a number of sections to be completed.

Word limit Please make sure that you stay within the following word limits for each section:

- 400 words per section

Please note: Word limits apply to all applications. It is not a requirement to use the entire word limit in your response.

Section 1	Refer to Capability 1 and 2	Describe one of your recent achievements, projects or tasks which had to be completed within a demanding deadline. Describe some of the ways you ensured the deadline was met and how the achievement contributed to your organisation.
Section 2	Refer to Capability 3 and 4	Describe a recent achievement, project or task that required you to work closely with other colleagues to achieve a challenging outcome. Describe some of the challenges you experienced working in a team environment and how you managed them.
Section 3	Refer to Capability 6	Describe the major legislation, rules, policies or practices that you are required to conform with in your current role – the ones that have the most impact on your day to day work. Describe how you learnt to work within this framework and how you have made sure you kept up to date in the last year.

TGPN 6 Capabilities

Descriptors & Performance Indicators

1. Contributes to strategic thinking

Capability	Description	Performance indicators
1.1 Supports shared purpose and direction	Clearly supports and promotes the Department's work and goals, linking recommendations and decisions to organisational outcomes. Sets performance expectations that align with the corporate plan and branch and section work plans and communicates expected results and outcomes.	<ul style="list-style-type: none"> • Supports and promotes the department's goals. • Links performance goals to Branch and Departmental goals and outcomes. • Clearly communicates and drives a sense of direction to colleagues, clients and stakeholders. • Explains the reasons for decisions and recommendations to others. • Ensures a PDS agreement is in place for all staff reporting to them.
1.2 Applies judgement, intelligence & common sense	Gathers a breadth of information on issues and analyses this systematically and logically. Exercises judgment to ensure optimal policy, program or service delivery.	<ul style="list-style-type: none"> • Draws on information from diverse sources and uses experience and common sense to analyse what is important and how it should be used. • Exercises judgement, intelligence, discretion and appropriate independence in applying delegations and determining policy, implementation strategies, program and/or service delivery methods. • Ensures evaluation strategies are developed and used to monitor and improve policy, program and/or service delivery.
1.3 Thinks strategically and maximises work linkages, opportunities and solutions	Plans ahead, anticipating future trends that will impact achievement of performance expectations. Applies innovation as appropriate and makes full use of linkages and interrelationships between tasks and areas.	<ul style="list-style-type: none"> • Thinks and plans strategically. • Acts proactively, anticipating issues and problems and avoids or resolves these. • Has a high level of understanding of the work environment and how it links to broader factors, trends and influences that may impact on achievement of performance expectations. • Sees and uses linkages and interrelationships between work tasks and areas and shares these with others. • Uses common sense to determine what information is important and should be conveyed to others. • Is innovative, thinks laterally and looks for better ways of doing things.
1.4 Contributes to planning and decision making	Is proactive in contributing to strategic planning and decision making. Contributes ideas for organisational improvement. Identifies, assesses and manages risks.	<ul style="list-style-type: none"> • Manages and encourages input to the development of plans, strategies and team goals. • Makes more complex decisions on projects and tasks. • Analyses issues, impacts, options and consequences for the delivery of timely considered advice and action. • Manages risks and uncertainties and takes account of these in planning, priority setting and developing PDS agreements.

2. Achieves results		
Capability	Description	Performance indicators
2.1 Takes responsibility for managing performance expectations to achieve results	Performs under limited direction to meet agreed performance expectations, adhering to Departmental policies and procedures.	<ul style="list-style-type: none"> • Commits to action and gets things done. • Demonstrates a focus on performance expectations and manages work well, despite constraints and variable resources. • Performs under limited direction and actively plans, schedules, prioritises, delegates and monitors own performance and the performance of others. • Is accountable for meeting performance expectations and seeks help from others when needed.
2.2 Identifies and uses team and individual resources wisely	Makes best use of team and individual capabilities, taking into account the need for a balanced working environment	<ul style="list-style-type: none"> • Makes best use of team and individual capabilities and actively negotiates responsibilities for performance outcomes. • Maintains a positive and balanced working environment, while responding to service and implementation schedules.
2.3 Adapts to, supports and manages change	Is flexible and adaptable in the face of workplace change and manages others through the change process. Initiates workplace changes when needed.	<ul style="list-style-type: none"> • Demonstrates flexibility, adaptability, and focus through day to day work changes, shifting priorities and periods of uncertainty. • Communicates the reasons for change to others, assesses impacts and encourages collaboration and cooperation in coping with change. • Reschedules and reorganises work to reflect changes in priority and updates PDS agreements to reflect the change. • Evaluates progress and outcomes in a realistic and comprehensive way, to initiate change when needed.

3. Supports productive working relationships

Capability	Description	Performance indicators
3.1 Develops and maintains effective internal & external relationships, partnerships and networks	Builds effective working relationships and consults with professional networks. Understands who the stakeholders and clients are. Anticipates and responds to changing stakeholder needs. Builds trust and credibility.	<ul style="list-style-type: none"> • Develops and maintains positive personal relationships with internal and external stakeholder and clients. • Actively pursues professional networks, collaborative working relationships and partnerships and encourages others to do the same. • Anticipates and responds to changes in client and stakeholder needs and expectations and ensures that these are captured in PDS agreements. • Represents the department effectively to other agencies, stakeholders, external bodies and the community.
3.2 Values individual differences and diversity	Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views. Recognises the different working styles of individuals, and tries to see things from different perspectives.	<ul style="list-style-type: none"> • Is flexible, tolerant and open. • Understands, values and responds to different personal styles and ideas. • Treats people with respect and courtesy. • Works to build diversity in teams and work approaches. • Encourages the benefits of exploring diverse views within the team and organisation.
3.3 Listens to, understands and recognises others	Actively listens to what others have to say and builds rapport. Encourages open communication, sharing ideas and trust. Consults and shares information, and ensures others are kept informed of issues.	<ul style="list-style-type: none"> • Takes time to listen to colleagues, clients and stakeholders and appreciate/respond to their needs and views. • Builds rapport and cooperation within and across teams to produce effective outcomes. • Shares ideas and information and seeks input from others. • Recognises and supports others and contributes to the development of an environment of trust, challenge and reward. • Keeps self and others well informed on progress and issues.
3.4 Promotes and shares learning and supports and guides others	Encourages and recognises the contribution of others. Provides constructive feedback to support the development of others. Addresses tensions and conflict in the workplace. Is proactive in addressing underperformance constructively.	<ul style="list-style-type: none"> • Offers, seeks, values and acts on constructive and regular feedback. • Addresses tensions and conflict in the workplace, looking for common ground and sharing this with others. • Applies new capabilities and ideas, and shares these with others. • Guides and supports the development and contribution of others. • Deals with underperformance constructively and proactively for positive outcomes. • Seeks and provides development opportunities for individuals and teams to recognise and expand their capabilities.

4. Shows personal drive and integrity		
Capability	Description	Performance indicators
4.1 Behaves professionally and ethically and accepts responsibility for own actions	Champions the importance of APS values and Code of Conduct. Ensures compliance with legislation. Models high professional and ethical standards and accepts responsibility for own actions.	<ul style="list-style-type: none"> • Applies and promotes APS and departmental values and codes of conduct. • Complies with departmental policy and procedures as well as legal and regulatory frameworks. • Learns from and is accountable for the consequences of own actions and understands their impacts on work group outcomes and behaviours.
4.2 Shows resilience	Copes with uncertainty and is adaptable to the changing environment. Remains committed and focused in difficult circumstances.	<ul style="list-style-type: none"> • Is committed, active and focussed on performance expectations, even in uncertain or difficult circumstances. • Manages and adapts to a changing environment and encourages others to understand and cope with change. • Uses experience and knowledge to identify and manage opportunities, challenges and risks.
4.3 Seeks and applies ongoing improvement and learning and a balanced approach to work	Seeks feedback on own performance to identify learning opportunities. Helps to manage workloads to assist with work life balance. Takes a leadership role in encouraging the ongoing development of self and others.	<ul style="list-style-type: none"> • Seeks development options for self and others, based on an understanding of individual and team strengths and opportunities • Initiates, develops and/or advocates sound policy proposals, business, program and/or service delivery strategies. • Recognises the need for ideas and effort to keep improving work practices. • Works with others to manage workloads, while maintaining work and life balance. • Promotes the benefits of a balanced work approach. • Looks for and applies strategies to maintain personal and where appropriate the team's health and well being.
4.4 Engages with risk and shows personal courage	Provides impartial and forthright advice. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.	<ul style="list-style-type: none"> • Listens when own ideas are challenged, and can justify own position and actions. • Challenges issues constructively to discuss a range of options to find a way forward. • Provides impartial and forthright advice. • Takes responsibility for mistakes and learns from them, acknowledges when in the wrong. • Seeks advice and assistance from colleagues and senior managers when uncertain.
4.5 Commits to action	Takes personal responsibility for meeting performance expectations and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that performance expectations are achieved.	<ul style="list-style-type: none"> • Establishes effective systems and processes. • Reviews processes and project milestones to track effectiveness. • Develops project plans with measurable milestones to deliver objectives. • Links projects to performance expectations.

5. Communicates with influence

Capability	Description	Performance indicators
5.1 Communicates clearly and concisely	Communicates complex issues and concepts clearly and concisely. Ensures communication is accurate, timely and unambiguous. Selects the most appropriate medium for conveying information.	<ul style="list-style-type: none"> Communicates in 'plain English' to deliver messages clearly and concisely. Ensures that information given on behalf of the work group/team/department is accurate, timely and unambiguous. Manages communication and feedback 'upwards and outwards' constructively. Monitors decisions about the use and dissemination of information to ensure they are within agreed guidelines.
5.2 Listens, understands and adapts to audience	Presents persuasive communication, tailored to achieving a desired outcome. Responds to the diverse needs of a broad audience.	<ul style="list-style-type: none"> Listens, speaks, writes and questions according to the needs of individuals or the audience. Encourages others to talk and share ideas, clarifies and confirms understanding and appreciates diverse viewpoints. Conveys ideas, concepts and arguments successfully to individual or groups.
5.3 Negotiates persuasively	Manages and facilitates negotiations, seeking to understand different views and resolve conflict, and aims for win-win outcomes.	<ul style="list-style-type: none"> Shows sensitivity, understanding and skill in negotiating. Works to resolve and manage conflict in work situations. Influences others by using credible and persuasive discussion and a thoughtful understanding of issues. Listens to and evaluates differing ideas and views and attempts to bring these together in a mutually satisfactory way.

6. Applies and builds appropriate knowledge skills and experience

Capability	Description	Performance indicators
6.1 Applies and builds appropriate knowledge, skills and experience	Builds, applies and maintains appropriate experience, skills and knowledge. Where relevant to the position, maintains and demonstrates professional/technical qualifications or specialist expertise.	<ul style="list-style-type: none"> Applies and develops capabilities of a level and standard appropriate to meet and/or exceed performance expectations. Displays high ethical and professional standards and practices in all aspects of work. Achieves compliance with legislation, policy and regulatory frameworks, by applying relevant experience and knowledge.

Resume

Your *Resume* is an important part of your job application. It must be completed along with a *Statement of Claims* and the *Application Form* and submitted by the due date to complete your application.

Format We do not have a standard resume form for you to fill out. How you present your *Resume* is up to you.

Content: Good resumes include information about:

- contact details
- education/qualifications
- an employment history summary including the employer, start and finish dates, your position/title, your responsibilities and achievements in the position
- a summary of your skills
- professional memberships
- interests, and

any other relevant information that will support your application not covered elsewhere.