



**GOLD COAST
DRUG COUNCIL INC.**
'Mirikai' A Place of Peace'



headspace
Gold Coast

POSITION DESCRIPTION ACCESS & INTAKE WORKER

Location:	Southport
Conditions of Employment:	1 EFT (fixed-term) position (Commencing June 2010 - Finishing 30 June 2012)
Hours:	37.5 hours/week
Salary:	\$53 072 p.a. FTE
Superannuation:	Employer superannuation contributions of 9%
Other Benefits:	Salary Packaging and staff training and development opportunities.
For enquiries contact:	Ph. (07) 55095900 or email amelia@headspacegoldcoast.org.au

Organization Context

Supported by funding from **headspace** (the National Youth Mental Health Foundation) until June 2012, the Gold Coast Drug Council Inc. is the lead agency who has collaborated with the other services to form **headspace Gold Coast (GC)**.

The **headspace** Gold Coast mission is to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12-25 in the Gold Coast and associated areas. headspace Gold Coast is a youth friendly hub that provides services across four core streams; primary health care, mental health and alcohol and other drug (AOD) services, and social/vocational services.

The following services are currently available;

- Primary Care: sessional GP services
- Assessment, 1 to 1 support, case coordination
- Psychological Services (MBS and ATAPS)
- Occupational therapist
- Psychiatric services
- Mental Health Nursing Incentive
- ATAPS Rapid Response Pilot
- On site AOD services
- Group programs

The emphasis is on:

- Increasing the community's capacity to identify young people as early as possible who are at risk of mental health and related issues such as substance use
- Encouraging help-seeking by young people, their families and carers
- Responding as early as possible to the risk of mental health and related issues using evidence-based interventions provided through an integrated model of care
- Ensuring that key components of a young person's social recovery, such as links to education, training and employment, are central to the care provided

The clear intention is to significantly increase the number of young people that are identified and responded to with evidence based interventions, at a much earlier stage.

headspace GC is based on a commitment by all agencies involved to work in partnership to improve client outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) disorders. The shared principles of a client centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

About Gold Coast Drug Council Inc:

The Gold Coast Drug Council Inc (GCDC) has been providing services to the Gold Coast community for 30 years. The Council employs in excess of 40 staff; has an operating budget of around \$2.25 million and a capital asset base of approximately \$1.5 million. In 2006/07 these resources were utilised to provide services to 1549 individuals from across the Gold Coast and South East Queensland.

The GCDC operates a number of residential and community based programs offering services to young people who are experiencing problems relating to their drug use. The flagship program of the GCDC is Mirikai, a 40 bed residential drug treatment facility which operates under a Therapeutic Community model. Other programs / services provided by the Council include: supported accommodation, court and police diversion initiatives, out client counselling and personal support programs. Services are delivered by a multidisciplinary team which provide psychiatric, general medical, nursing, psychological and counselling input into our treatment capability. Referral to external specialist providers is facilitated as required.

In recent years, and in response to a changing profile of client drug use and clinical presentation, Mirikai has developed expertise in, and a respected reputation for, treating clients with both drug use and mental health disorders.

Service Philosophy

The GCDC believes that the reason for drug use is both social and psychological. Therefore our programs have been designed to incorporate flexibility so that we can best meet the problems and progress of the individual client.

Our programs can assist our clients to strengthen their decision to stop taking their drug/s of dependence and to deal with the underlying reasons for drug use. They also offer clients practical skills that can help their behaviour to become more self-regulatory, and enhance their choices in making major lifestyle changes in order to stay free of drug/s of dependence.

We strongly believe in consumer and community participation in the development, design and evaluation of the program and we will use all avenues available to us to facilitate community participation in the way services are delivered.

Purpose of the Position

The purpose of the Access and Intake Worker position is to effectively engage, screen, assess, refer, provide brief interventions and coordinate care for young people aged 12-25 years that contact or are referred to **headspace** Gold Coast.

Organisational Relationships

The *Access and Intake Worker* reports to the Youth Access Team Leader, who in turn reports to the Manager of **headspace GC**. This position works closely with other **headspace GC** team members, partner agencies and **headspace** private providers. The position will also work closely with relevant staff of the Gold Coast Drug Council Inc.

This position has no supervisory responsibilities.

Key Responsibilities

Service Provision

- Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner

- Conduct bio-psycho-social assessments of young people presenting to the service, using the headspace assessment tool and document the results of assessment and screening
- Conduct risk assessments, including assessment of suicide risk and violence and provide follow up support, referrals and treatment
- Refer young people as appropriate and provide follow up support
- Facilitate and monitor the integration and coordination of care of **headspace GC** clients, including participating in case review meetings.
- Provide brief interventions to a small caseload of clients with mild to moderate mental health presentations
- Participate in the duty and intake system, answering phone calls and enquiries, screening and assessing needs, prioritizing and making appropriate follow up appointments and referrals
- Ensure that records/files are maintained in line with agreed protocols
- Ensure effective communication with and involvement of staff, clients, their families and friends in the delivery of service

Group facilitation

- Facilitate clinical and psycho-social based group programs for young people

General

- Participate in and contribute to team meetings, training and planning activities, service evaluation and quality assurance activities including data collection.
- Promote the program, communicate regularly with, and build and maintain collaborative working relationships with program partners and all relevant stakeholders in the program.
- Participate in appropriate education to develop and maintain necessary knowledge and skills required to fulfil the responsibilities of the position.
- As an employee, work in a healthy and safe manner and encourage others to do the same; comply with all warning & safety signage; report or rectify any unsafe conditions; adhere to GCDC WHS policies and procedures.

SELECTION CRITERIA

Below are the essential (unless otherwise indicated) qualifications and experience a person requires in order to successfully fulfil the responsibilities of this position. An applicant must provide specific information and/or examples of how you can meet each of these criteria in your application in order to be considered for this position.

Qualifications & Experience

- SC1 Tertiary qualifications in health, community or social services.
- SC2 Knowledge and understanding of mental health, evidence-based interventions and clinical practice as well as demonstrated excellence in the practical application of such, in the areas of youth mental health and alcohol and drug use.
- SC3 Demonstrated ability to undertake initial screening activities and a comprehensive bio-psycho-social assessment to determine client care needs, and provide appropriate follow up support
- SC4 Experience in the delivery of brief therapeutic interventions, counselling services and treatment planning

- SC4 Highly developed communication (including written) and interpersonal skills, and the ability to engage with young people, advocate on their behalf and establish and maintain effective relationships with staff, clients, carers and stakeholders.
- SC6 Demonstrated ability to develop and deliver individual or group based skills training activities to assist clients' psychosocial functioning (eg, life skills, anger management, problem solving, conflict resolution, etc).
- SC7 Demonstrated ability to conduct a risk assessment, including suicide risk and violence
- SC8 Ability to use a desktop computer, with familiarity with the Microsoft Windows environment and Microsoft Office applications and capacity to learn how to use a new clinical software package for keeping of electronic client records

Desirable: Knowledge of Gold Coast youth/ health sectors

Special Job Requirements

In order to fulfil the responsibilities of the position you must hold a current drivers licence and have access to a comprehensively insured motor vehicle. On the occasions when you use a privately owned motor vehicle for work-related purposes, you will be paid a motor vehicle allowance on a per kilometre basis, according to the GCDS's Policies and Procedures. Some intrastate and interstate travel may be required which may involve overnight stays.

THIS POSITION DESCRIPTION IS APPROVED BY:

headspace Manager: Date:

Executive Director: Date: