

POSITION DESCRIPTION

Position Title:	Clinical Lead, Mental Health & Peer Support
Work Level:	Management
Reports to:	Chief Executive Officer
Supervises:	A small team of Psychologists, Social Workers, and Peer Workers

Position Overview

The Clinical Lead of Mental Health & Peer Support provides management and leadership to a dynamic team of psychologists, social workers, and peer workers providing services to people of diverse sexualities and genders seeking care at the Kaleido Health Centre.

In collaboration with the CEO, the Clinical Lead is responsible for strategic planning and oversight of Kaleido's mental health and peer support services, including supporting the implementation of Kaleido's clinical governance framework and quality standards, the development or improvement of service models, and liaison with stakeholders.

The Clinical Lead also provides direct clinical care to clients and maintains a caseload that is reasonable and proportional to the demands of their leadership duties.

The position is a member of Kaleido's Leadership Team and reports to the Chief Executive Officer.

Main Activities

This position is responsible for:

Leadership and People Management

- In collaboration with the CEO, leading the strategic direction of Kaleido's mental health and peer support services, including refining and adapting the model of care and liaising with key partners.
- Supporting the implementation of Kaleido's overarching Strategic and Business Plans.
- Participating as a leadership team member in developing and implementing organisational strategy and policy, actively contributing to a positive, safe and robust culture at Kaleido underpinned by our organisational values.
- Leading the delivery and evaluation of Kaleido's mental health and peer support services, ensuring high quality, inclusive, affirming and safe services for all community members.
- Supporting mental health and peer support team members in providing the day-to-day operations of the service.
- Providing leadership for continuous professional development and capacity building within the mental health and peer support team.
- Fostering a team culture that aligns with Kaleido's mission and values.
- Providing line supervision to mental health and peer support team members.
- The Clinical Lead, in collaboration with the CEO and the Business and Operations Manager, will manage the recruitment, rostering, and performance reviews of the mental health and peer support team members to ensure optimal staffing and service delivery.

APPROVED: Kaleido Board of Directors	Clinical Lead, Mental Health & Peer Support	18 Dec 2024
--------------------------------------	---	-------------

POSITION DESCRIPTION

Main Activities (continued)

Quality, Safety, and Governance

- Ensuring Kaleido's mental health and peer support services comply with relevant accreditation, legal, and regulatory requirements.
- Leading the development, implementation, and evaluation of quality and professional standards appropriate for mental health and peer support services, including developing policy and practice tools to assist staff in exercising sound professional judgment.
- Regularly monitoring and analysing data to identify and manage risks and initiate quality improvement activities.
- Acting as an escalation point for client-related incidents and complaints.
- Leading the investigation and management of incidents and near-misses related to mental health and peer support.
- Participating as a member of Kaleido's clinical governance committee.

Clinical Care

- Providing direct clinical care (counselling and focused psychological strategies) to clients and maintaining a caseload that is reasonable and proportional to the demands of the role's leadership duties.

Financial Management

- In collaboration with the Business and Operations Manager, monitoring compliance with Medicare billing regulations and maximise opportunities for Medicare income.
- Actively assisting in securing stable resourcing to maintain and grow existing mental health and peer support services.
- Delivering services on budget and ensure operations comply with financial management policies, procedures, and delegations.
- Ensuring financial accountability and transparency within Kaleido's mental health and peer support services.

Stakeholder Engagement

- Building and enhancing partnerships with internal and external stakeholders to ensure effective, collaborative, evidence-based programs and services.
- Building and sustaining strategic relationships to deliver integrated multidisciplinary care that meets the needs of the LGBTQ+ community.
- Working closely and collaboratively with the Chief Executive Officer and the Business and Operations Manager.

Other Responsibilities

- Contribute to strategic planning.
- Actively participate in, and contribute to building an effective and positive team culture, continuing professional development, information exchange and quality improvement activities.
- Actively participate in, and contribute to an ongoing process of supervision, unit meetings, team meetings, and general staff meetings.
- Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.
- As reasonably directed by the CEO, undertaking various projects, responsibilities, and other duties to strengthen the efficiency and effectiveness of Kaleido's mental health and peer support services.

POSITION DESCRIPTION

Selection Criteria

Essential

1. Professional qualifications in Psychology, and full membership of the relevant Australian professional association (e.g. AHPRA).
2. Recent clinical experience providing counselling, focused psychological strategies, and solution-focused interventions such as Cognitive Behavioural Therapy, Solutions Focused Brief Therapy, Acceptance and Commitment Therapy, Motivational Interviewing and Positive Behavioural approaches.
3. Minimum of three years' experience in leading mental health and peer support service delivery, preferably within the context of LGBTQ+ health.
4. Strong people leadership skills with a proven ability to build cohesive, high-performing, multidisciplinary teams.
5. Demonstrated skills and experience in leading quality and safety initiatives, clinical risk management, and achieving professional practice standards.
6. Demonstrated ability to build partnerships and work collaboratively with stakeholders to achieve strategic objectives.
7. Well-developed interpersonal, communication, consultation and negotiation skills with a demonstrated ability to develop and maintain relationships.
8. An understanding of and commitment to Kaleido's communities, including a demonstrated insight into the social and population-level factors that may impact the mental and physical health and well-being of LGBTQ+ people.

Desirable

1. An understanding of Medicare billing practices and regulations.
2. Experience in accreditation under the RACGP accreditation standards for primary care.
3. Post-graduate qualifications in leadership and management, mental health, public health, community development, or other fields of study related to LGBTQ+ health.
4. NSW Victims of Crime Accreditation.
5. Evidence of up-to-date recommended vaccinations to meet any Department of Health requirements for the role.

Additional Information

Peer Support

As Kaleido's mental health and peer support services are scaled-up, this position is responsible for governance and leadership of Kaleido's peer workers practicing in areas other than mental health. The clinical Lead for Mental Health and Peer Support Services may be required to apply evidence-based frameworks for peer support in primary health settings across the following additional priority areas, Sexual health, Trans and gender diverse health, Drug health, Cancer screening and support, Child, youth and family health.

Clinical Care

The Clinical Lead also provides direct clinical care to clients and maintains a caseload that is reasonable and proportional to the demands of their leadership duties. Initially, this is expected to be approximately 80% clinical and 20% management duties. The balance between clinical and management hours is reviewed regularly by the CEO and the Clinical Lead and is renegotiated as the workforce grows and management demands increase.

This position may become a purely leadership role without the requirement to provide clinical care once the service has reached a sufficient size and is financially sustainable.