**Clinical Lead, Mental Health & Peer Support**

**An opportunity to join a groundbreaking health centre tailored to meet the needs of LGBTQ+ communities.**

**Full-time, Gadigal/Sydney-based role**

* Want to make a positive difference for LGBTQ+ communities?

Now is your chance!

* We are seeking someone to join the Kaleido Health Centre team and play a vital leadership role within our mental health and peer support services.

**What’s Kaleido Health Centre?**

Kaleido Health Centre is a brand-new, unique, multi-disciplinary health service—the first of its kind in Australia. Our mission is to provide high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender diverse (LGBTQ+) individuals in NSW.

Kaleido offers a dynamic healthcare environment that includes both primary care and specialist services. Our offerings encompass general practice, mental health, sexual health, gender-affirming care, drug health, child and family services, and more. The design of our services is based on the needs expressed by our LGBTQ+ communities, ensuring informed and non-judgmental care provided by general practitioners, allied health professionals, and specialists, focusing on areas with the highest healthcare needs.

**Ok, so what’s the role?**

The **Clinical Lead of Mental Health & Peer Support** is responsible for the management and leadership of 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. You will:

* Have the opportunity to collaborate with a diverse range of health and support service providers from the NGO government and private sector and operate under a truly integrated model of care.
* Work in collaboration with the CEO to lead the strategic direction of Kaleido's mental health and peer support services.
* Provide good governance and manage quality and safety within our mental health and peer support services.
* Provide financial management of the unit in collaboration with the Business and Operations Manager and contribute to the financial sustainability strategy for the health centre.
* Undertake stakeholder engagement and develop strategic partnerships.
* Provide some direct clinical care to clients and maintain a caseload that is reasonable and proportional to the demands of your leadership duties.

**Who are we looking for?**

* A person with an understanding of and commitment to Kaleido’s mission and values who is seeking meaningful work and the opportunity to empower and improve the well-being of LGBTQ+ people.
* A person with well-developed, well-rounded leadership and clinical skills and experience, preferably within the context of LGBTQ+ mental health and peer support.

**What else can we tell you?**

*Kaleido Health Centre* is a brand-new health service and is the product of many years of advocacy and planning by *ACON*. However, while we will work closely with ACON, *Kaleido Health* is a separate entity with its own CEO, Board of Directors, Mission and Values, and a unique scope of service delivery.

ACON will be assisting Kaleido Health with the recruitment and onboarding processes for this role.

***This means you may receive emails from ACON as part of this process; but rest assured, this job is for Kaleido Health Centre***.

This role is a fantastic opportunity to build and shape the culture of a new organisation that will make a significant impact on the lives of LGBTQ+ people in NSW.

**To support the successful candidate in their new role at Kaleido, we offer:**

* Salary Packaging up to $35,000 gross-up value (currently up to $15,900 Expenses + $2,650 Meals, tax-free).
* Paid external supervision of up to $2,400 per annum.
* Employee Assistance Program (EAP) – access to a free comprehensive counselling service.
* Supportive working environment with a knowledgeable and friendly team.
* Flexible working arrangements by negotiation.

**What are the remuneration and working details?**

**Salary**: **$140,000 to $150,000 gross per annum** commensurate with skills, qualifications, and experience. (PLUS, S*uperannuation, Leave Loading, and a $2,400 external superannuation allowance per annum).*

**Location**: Kaleido’s Gadigal/Sydney Centre at The Belltower, 2 Cornwallis Street Eveleigh NSW 2015.

**How can I find out more details and apply?**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community. We highly encourage Aboriginal and Torres Strait Islander people, people from culturally, linguistically and ethnically diverse migrant and refugee backgrounds, people with disabilities, and people of all genders and sexualities to apply.

For more information on the role, please **contact Daniel McCarthy, Clinical Services Lead for Kaleido Health Centre Development**, via email at [**dmccarthy@acon.org.au**](mailto:dmccarthy@acon.org.au) or via phone at **0490 851 163, noting that ACON will be closed from 20/12/24 to 5/1/25.**

If you require assistance or adjustments to the application or interview process, please advise the contact person at the time of your application.

If this sounds like the position and organisation you’ve been looking for, review our [***How to Apply***](#howtoapply) instructions and send your completed application to: [vacancy@acon.org.au](mailto:vacancy@acon.org.au)

All applications must include:

1. Your completed **Kaleido Employment Application Form**
2. Your **Cover Letter** outlining how you meet the *Selection Criteria* (**max.3 pages**); and
3. Your **Resume** Your Resume (**max. 3 pages**).

**Applications close: Sunday, 19th January 2025**

*We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ+ people of colour.*

<https://kaleidohealth.org.au/>

**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 Kaledio'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.

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.

**Main Activities** (continued)

* 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.

**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.

**How do I apply?**

You must email the following three documents in MS Word or PDF format to our recruitment service provider at [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

* + 1. **Your completed** [**application form**](https://www.acon.org.au/wp-content/uploads/2023/09/ACON-Employment-Application-Form-Web.pdf)– with all the details filled in**.**
    2. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us in detail how you meet each of the selection criteria in the position description.

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel at it.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area. Applicants who do not demonstrate that they meet the position's requirements will not be invited to attend an interview.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
2. Your **Education,** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work?**

There are five main steps in the process:

1. **Application**

ACON (on behalf of Kaleido) receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

1. **Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the position's requirements.

1. **Interview**

If you are shortlisted for an interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the interview format and any documents, presentations, or examples of previous work that you might need to bring along.

1. **Offer**

Appointments to positions with Kaleido are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the position's duties will be offered the role. The decision to make you an offer is based on your written application, your performance at the interview, successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

1. **Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack which includes your contract and other documents (E.g., Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application and informing you of the date by which all successful applicants will be notified that they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately, your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement and for your interest in Kaleido Health, and we encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.

**Equal Opportunity Statement**

*Kaleido Health Centre* is an equal opportunity employer committed to creating a work environment where all employees are respected, connected, and can contribute, regardless of age, culture, disability, family and caring responsibilities, gender identity, Indigeneity, religion, or sexuality.

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people, LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, LGBTQ+ people of colour, unemployed job seekers, and people with disability.