

JOB DESCRIPTION

TITLE OF POSITION	Clinical Lead - Psychology
CLASSIFICATION LEVEL	HPSSA Health Professional Employee Level 4
PROGRAM	Better Self Psychology

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

Better Self Psychology (BSP) provides mental health services through Medicare and NDIS plans, with a central location on Hutt Street and a southern site in Plympton with additional sites opening in 2025. Supporting individuals across the lifespan, Better Self Psychology is committed to delivering high-quality, evidence-based care that empowers clients to enhance their mental well-being and fully utilise their available supports.

ROLE SUMMARY

The Clinical Lead plays a key leadership role in guiding the clinical team, managing daily operations across various BSP service locations, and driving growth opportunities within the practice. As part of the leadership team, this role collaborates with the Practice Manager and Head of Allied Health to support strategic and operational decision-making, ensuring high-quality service delivery and continuous development within the practice.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Clinical Lead – Psychology reports to the Head of Allied Health.



CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	▪ Model ethical behaviour and practice consistent with the ethos of LC as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures. ▪ Comply with professional codes of conduct.
Teamwork	▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.
Work Health and Safety	▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LC.



CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Leadership	• Lead the team by modelling the standard of professional behaviour expected from team members • Proactively build and maintain positive, respectful and collaborative working relationships with each team member • Facilitate working relationships between team members • Build team retention by understanding the goals of each team member and provide support to reach them • Demonstrate the capacity for clear judgment and decision-making • Demonstrate an awareness of personal biases and a plan to manage them as required • Demonstrate the capacity to provide and receive feedback about role performance, behaviour and conduct • Demonstrate clear and open communication with the team and leadership • Lead and implement change initiatives by aligning strategic priorities, effectively communicating objectives, and ensuring successful execution and measurable outcomes.
Team Recruitment	• Develop and implement innovative recruitment pathways. • Proactively identify exceptional candidates for recruitment • Participate in job applicant interviews • Onboard and train leadership team members • Schedule and run induction days for new team members as required • Coordinate with leadership team regarding ongoing team training needs and opportunities
Team Development	• Monitor and improve team clinical compliance (e.g. quality control for notes, letters, diary use) • Run team 1:1 meetings to address team member growth, role satisfaction, and performance (including induction process) • Provide supervision to team members as required • Plan and facilitate quarterly team workshops in collaboration with the practice manager. • Coordinate team gifts and gestures of acknowledgement



	• Lead conflict resolution processes within the team as required, in partnership with People & Culture; seeking advice and involving them as needed or as policy and procedure requires. • Contribute to performance reviews by providing feedback on practitioner strengths, opportunities for growth, and recommendations for continuing professional development
Practice KPIs	• Meets BSP Business Plan and growth targets as negotiated with the Head of Allied Health • Coordinates the maintenance of practice KPIs • PVA >12 across the team • Rebooking rate >95% across the team • Cancellation rate <22% across the team • DNA rate <3% across the team • Utilisation rate >75% across the team
Marketing and Referrer Development	• Provide clinical expertise and guidance to support the Marketing and Communications team in the development of marketing materials (e.g., print, video, resource packages) specific to the clinical area. • Collaborate with the Marketing and Communications team to ensure the coordination of website content, offering clinical insights and ensuring resources align with clinical objectives, while the team leads content creation and updates.
Strategic Planning & Service Development	• Participate in weekly leadership meetings, with support and guidance from the Head of Allied Health (monthly). • Contribute to quarterly planning and project implementation, ensuring alignment with organisational goals under the guidance of the Head of Allied Health and in line with the strategic pillars of Lutheran Care. • Engage in ongoing leadership and business development learning opportunities, supported by Lutheran Care and the Head of Allied Health. • Oversee the training, onboarding, and mentoring of new staff at new practices, ensuring seamless integration into the team and adherence to organisational practices, with support and direction from the Head of Allied Health.



Policy Development and Updating	• Participate and support the creation, review, and updating of clinical policies, procedures, and guidelines to align with current evidence-based practices and regulatory requirements. • Monitor compliance with policies, addressing gaps or inconsistencies in service delivery. • Communicate policy updates to team members and ensure thorough understanding and implementation.
Collaboration	• Work alongside the Practice Manager and communicate with the Head of Allied Health (when required) to address client queries and concerns, ensuring prompt and effective resolution of conflicts. • Provide guidance on mental health care plan processes, referrals, and related clinical documentation. • Support the Practice Manager in ensuring seamless communication between clinical and administrative teams to optimise service delivery.
Client Expectations	• The role has a caseload of 20 appointment availabilities p/week. Appointments can be scheduled any time during the week that suits the Clinical Lead to maintain the 20 availabilities and to accommodate varying commitments that may arise from week to week. • The Clinical Lead may use any rooms and times that are available to see clients.
Rolling KPIs	• Review 1 clinical documentation per month • Facilitate 1:1 meetings, individual supervision and group supervision as scheduled • Organise workshops on a quarterly basis

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Masters of Clinical Psychology (with Clinical Endorsement)
- Board approved Supervisor qualifications
- AHPRA and Medicare Registration
- Professional Insurance (PL and PI)
- Current First Aid Certificate
- Current Police and Department of Human Services Working with Children's Check

**SPECIAL CONDITIONS**

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory NDIS Worker Check
- A current and satisfactory National Criminal History Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of hours work, including overnight stays as required
- Current Provide First Aid certificate
- Safe Environments for Children and Young People certification

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____