

Position Description

Volunteer Mentor-headspace Career Mentoring

Location: As negotiated

Department: Vocational Programs

Level: N/A

Employment Type: Voluntary

Approved By: Carolyn Watts

Date Approved: 31/10/2024

Agreed By: _____

Date Agreed: _____

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:



- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality service

4. HEADSPACE VISION FOR RECONCILIATION

headspace is committed to ensuring that our services are culturally safe and responsive to the needs of First Nations young people, their families, communities and First Nations staff across the Centre network and headspace National. We are dedicated to ensuring that headspace reflects the local First Nations communities it is part of so when a First Nations young person walks through a centre door or engages with a headspace service, they feel like they belong, and their identity is affirmed. Our commitment is strengthened by the evidence and recommendations from the headspace Embedding Cultural Practice and Safety Project Report and, as a mainstream organisation servicing First Nations community, alignment with the National Agreement on Closing the Gap.

We are guided by our headspace First Nations Principled Approach, a series of eight principles the organisation, its workforce, and systems, commit to ensure it provides culturally safe practices and services for First Nations young people, their families, communities, and staff.

- **Self-determination / participation** – We honour the self-determination of each First Nations young person and family who access a headspace service. Each are experts in their own lives and have the right to control their futures, including the right to be actively engaged in the issues that affect them.
- **Value** – We value both the lived and professional knowledges, stories, and experiences of First Nations people and will appropriately remunerate them for their time.
- **Relationships** – Ongoing connection to community, Elders, Country, and culture are fundamental to healing and social and emotional wellbeing.
- **Collaboration & Partnership** – We will take key stakeholders (governments, PHNs, lead agencies, broader stakeholders, funders, and service providers) on this journey with us.
- **Cultural Connection & Consultation** – We will partner with ACCOs, First Nations communities, families, and young people to evolve our model of care and ways of operating to ensure First Nations people see the value headspace can offer to young people and families.
- **The Journey is Important** – The right process will lead to sustainable and meaningful outcomes. Our journey will prioritise relational over transactional engagements.
- **Allyship** – Success requires non-Indigenous people's ongoing commitment to value and embed our First Nations principled approach and elevate the aspirations of First Nations people through advocacy.
- **Lead with Integrity** – We are committed to lead and demonstrate what structurally embedding cultural safety and accountability to First Nations communities looks like from the perspective of mainstream health organisation.



5. COMMITMENT TO CHILD SAFETY

headspace is committed to being a child safe and child friendly organisation that recognises, respects and promotes the rights of children, young and vulnerable people. We recognise our responsibilities in keeping young people safe from any abuse from or by our employees and volunteers and will ensure that the safety of young people is always our first priority. headspace has a zero-tolerance policy to child abuse, harm and neglect.

6. POSITION SUMMARY

Volunteer mentors use their industry-specific knowledge and professional experience to assist a young person in developing their work-related skills and confidence with the hope of helping them to feel confident and optimistic about their work future.

Mentors are responsible for organising regular online catchups (approximately fortnightly) with their mentee and focusing each session on a mutually agreeable development area for the young person using prior knowledge and headspace Career Mentoring resources.

Mentors develop a growth and goal focused relationship with their Mentee. Mentors are responsible for providing accurate, safe and attainable career-related advice tailored to their Mentee. Mentors are encouraged to draw on their work-related learnings, professional networks, and knowledge to offer a fresh perspective, explore new opportunities, provide reflection and insights that will assist a mentee in widening their work-related opportunities and skills. Mentors follow all program policies and procedures to ensure the mentoring relationship is safe and effective.

7. POSITION CONTEXT

The headspace Career Mentoring Service has been in operation since 2017. The service sits within the headspace National Work and Study Programs team within headspace National Office. This dedicated team provides all training and support to Mentors.

This is a voluntary position and performed entirely online. In-person sessions are not supported.

8. KEY RESPONSIBILITIES/OUTCOMES

- Organising online catch-ups (approximately 60 mins) on a fortnightly basis with their Mentee (or as determined by mentor and mentee), at a mutually agreeable time on an approved online platform for up to 6 months
- Leading interactions with their Mentee using prior knowledge and headspace Career Mentoring resource material
- Working with their Mentee to develop appropriate work-related goals during their relationship
- Using their existing professional networks and knowledge to guide mentee growth and goals and provide new opportunities to their mentee
- Completing an end of session debrief after each mentor/mentee interaction to report outcomes and updates to headspace



- Following practices and procedures covered in the Mentor Training, including using knowledge obtained in the Supportive Conversations training, as required, and encourage early help-seeking
- Maintain communication with the headspace Mentoring team, including any update to their circumstance, i.e., wanting to take a break from mentoring, or changing employer.
- Following all policies and procedures of the Service
- Mentors are required to attend the mandatory online training as negotiated with headspace and their employer. This includes the Mentor training and Supportive Conversations training delivered by headspace.
- Mentors are required to be available for contact with headspace program staff as required.

9. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

9.1 Essential

- At least 4 years of professional experience, with a few years of strong experience in your chosen field
- Be committed to and interested in working with young people, including those facing mental health challenges
- Possess a broad understanding or willingness to learn about vocational and social barriers that impact young Australians
- Display respect and interest in diversity and difference
- Be skilled at building and fostering positive relationships based on mutual trust and creating and maintaining professional and appropriate boundaries
- Be capable of setting and monitoring goals
- Display proficiency at managing time and balancing commitments
- Possess exceptional interpersonal skills, including the ability to practice active listening and display empathy and compassion when communicating with others
- Be interested in mentoring as a tool for learning and be supportive of applying a strengths-based approach to individual improvement
- Have a sound understanding of standard workplace practices, including recruitment, professional communication, career progression and networking in their industry
- Be committed to ongoing personal, professional learning, development and feedback
- Have access to a safe and confidential space to work from (i.e where you can conduct phone calls of a sensitive nature) and a reliable internet connection (capable of video conferencing).
- A voluntary Working with Children check and police check is required
- You must have the right to live and work in Australia

9.2 Qualifications/Experience

- Mentors are not expected to have a minimum level of qualification but are expected to have at least 4 years of professional experience in the workforce and a wide range of transferable skills that will benefit their mentee.



- Any professional qualifications or additional training/development will be viewed favourably.

Although industry-specific matches are not guaranteed, the headspace Career Mentoring team consider an applicant's level of experience in a professional field and industry alignment with a mentee's chosen industry pathways. This is considered in addition to the above criteria.

This role does not undertake clinical service provision, and mentors are expected to act entirely within their scope as career mentors. Under no circumstances are volunteers supported to provide clinical advice to mentees, regardless of their professional background or qualifications. Applicants interested in mental health care and looking to gain experience/hours for study will not be supported to participate.

10. QUALITY & SAFETY RESPONSIBILITIES

All headspace National employees have the responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by:

- Acting in accordance with organisational policies, procedures, and other guiding documents
- Fostering a culture of respect, inclusion, collaboration, and excellence to promote positive outcomes for young people, families, and the communities we support.
- Identifying and reporting risks in a proactive way to minimise and mitigate risk across the organisation.
- Reporting incidents or concerns to management promptly to maintain a safe and supportive workplace.
- Participate in continuous improvement opportunities to enhance the quality and safety of our programs and services.
- Complying with all relevant standards and legislative requirements (National Safety and Quality Digital Mental Health Standards, National Principles for Child Safe Organisations.
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

