

Position Description

Work and Study Specialist (national service expansion)

Location: Remote work location as negotiated

Department: Vocational Programs

Level: HS4

Employment Type: Full time, Maximum Term

Approved By: Carolyn Watts

Date Approved: February 2020

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 services



4. HEADSPACE VISION FOR RECONCILIATION

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

5. POSITION SUMMARY

headspace Work and Study provides vocational support to young people to help them reach their work and/or study goals. Using an online platform that is accessible right across the country, the Work and Study Specialist will work directly with young people via phone, webchat, email and video chat. The service is clinically integrated with a team of mental health clinicians and strong connections to headspace Centres ensuring the program is holistic and tailored to a young person's needs.

Work and Study Specialists work with small caseloads of young people at any one time, and where possible those young people from their local area or state/territory. Young people access the service with a range of goals, from finding work through to finishing their study or developing a career pathway. Specialists support young people with accessing educational institutions (TAFEs, schools and universities), employers and local community health and employment services. A critical focus is assisting young people with managing their work/study with their mental health and wellbeing. Determination to get the best outcome for the young person is an essential and critical trait of the Work and Study Specialist.

Young people access the service through headspace Centres, eheadspace (headspace's online clinical service) and through self-referral. The program uses a strengths-based model and participation is voluntary.

6. POSITION CONTEXT

The Work and Study Specialist role requires a highly motivated and determined individual who has experience working with young people with complex needs and strong connections within their local area. The role requires the ability to look outside the square to create innovative ways to engage young people to ensure they reach their work/study goals. It requires an approach that invests in a young person's motivations and strengths by providing individually intensive, pro-active and focussed support. The service is focussed on clinical integration and holistic support, with Clinical Advisors on the team to provide clinical care to young people and clinical consultation and guidance to staff.

headspace Work and Study sits within the Vocational Programs Division through headspace National. Work and Study Specialists report through to a Work and Study Coordinator and work with a small team of fellow Specialists. Due to the online and accessible nature of the service, Work and Study Specialists may work remotely or in an office setting within their local area. Their knowledge of their community and state/territory is critical for supporting young people, and provides integrated connection to local headspace services, other providers and education and



employment opportunities. Whilst the key tasks of the role are office/online based, the position may require a small amount of travel to engage with stakeholders (eg. referral partners).

1. KEY RESPONSIBILITIES/OUTCOMES

1.1 Responsibilities

- Deliver online work and study support to help young people achieve their desired work/study outcomes. This includes career planning, development of job seeking tools and resources, direct marketing and engagement with employers, assistance with study skills and enrolment applications. This also includes follow up support once a young person achieves an outcome.
- Provide referrals to and liaise with external service providers to support young people (eg. Centrelink, housing organisations, mental health support).
- Engage in and initiate clinical consultation, care collaboration and escalation with clinicians to provide integrated work/study and mental health/wellbeing support for young people.
- Maintain appropriate records including the collection of all essential data and clear and concise notes.
- Liaise and promote the service with key referral agencies including headspace Centres, eheadspace, community organisations and other identified referral partners.
- Participate in ongoing planning, development and improvement of the service eg. team projects.
- Participate in ongoing professional learning and development relevant to the role.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Other duties consistent with the position where required and/or requested by the Work and Study Coordinator.

2. SELECTION CRITERIA

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

2.1 Essential

- Qualifications and/or equivalent work experience in a relevant discipline (eg. education support, career guidance, youth work).
- Demonstrated experience providing young people with direct service assistance to reach their work/study goals, for example; education support, career guidance, recruitment or other related employment/education support service.
- Working knowledge of the employment/social support service landscape including Centrelink, DES and jobactive. This must include knowledge of their local government area and the needs of young people within that region and state/territory.
- Capacity to work autonomously and independently to manage a caseload of vulnerable young people, this may include working remotely from home or within an office location, as negotiated.
- Proven ability to engage and build trust with a wide variety of young people from different backgrounds.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders that include employers, educational institutions and community service providers. This must include knowledge of such stakeholders in their local government area and state/territory.



- Working knowledge of the common mental health and wellbeing issues experienced by young people, and willingness to work with mental health clinicians from a multi-disciplinary approach.
- Strong case management skills including proficient organisation and time management skills, as well as confident IT skills (word processing, Excel, data management software).
- Access to a safe and confidential space to work from where you can conduct phone calls of a sensitive nature, and reliable internet connection for conducting video conferencing.

2.2 Desirable

- Experience or demonstrated knowledge of the Individual Placement and Support Model.
- Experience in the Not for Profit and/or public health sector within their local area.
- A broad understanding of the mental health service system in Australia.

3. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

