



**FocusOne**  
Health



Position Details	
<p><b>Position Title:</b> headspace Community Awareness Officer DGP3</p> <p><b>Fulltime Equivalent (FTE):</b></p>	<p><b>Date approved:</b> 23/07/2020</p> <p><b>Status of employment:</b> Refer to 'employment letter of Awareness'</p> <p><b>Location:</b> Refer to 'employment letter of Awareness'</p>
Position Context	
<p>Lead Organisation Overview</p>	<p>FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.</p>
<p>headspace Overview</p>	<p>headspace is the national youth mental health foundation for 12-25 years. Headspace Centres are funded through lead agencies across Australia. FocusOne Health is the lead agency for headspace Berri. Headspace is funded to provide mental health, physical health, sexual health, alcohol &amp; other drug support and vocational/educational support.</p>
<p>Community Awareness Overview</p>	<p>headspace Berri is funded to increase mental health literacy, increase help-seeking behaviours, and reduce stigma around mental illness for all young people in the region.</p> <p>headspace Berri's Annual Plan documents the Community Awareness strategy and is a key document driving the requirements of the Community Awareness Officer's position. It is acknowledged that the CA Officer's role may change over time as a result of: a) resources available to headspace Berri, b) the direction of the CSAPHN c) changes in the needs of local young people d) changes in the strategic direction of headspace Berri or FocusOne Health.</p>
<p>Job Purpose Statement</p>	<p>The headspace Community Awareness Officer will play a key role the planning, delivery and evaluation of community Awareness activities, community events and youth engagement strategy.</p> <p>The headspace CA Officer works closely with the headspace Centre Manager and clinical staff, building strategic partnerships with referrers, community groups and key target groups of young people: ATSI, CALD, LGBTQI and young people at risk of suicide or homelessness.</p>

	<p>The headspace CA Officer delivers non-clinical groups, education sessions and may facilitate the Youth Reference Group.</p> <p>The headspace CA Officer contributes to a team culture of practice sharing, curiosity and respect for young people.</p>
Reporting Relationships	<p><b>Line Management:</b> Reports through the headspace Berri Centre Manager.</p> <p>Is accountable to the Board of Management of the FocusOne Health Inc. (through the organisational management structure).</p>
Working Relationships	<p>Participates in and actively contributes to the Youth Reference Group, Operational team meetings, and other internal and external network meetings.</p> <p>Is a member of the headspace Berri team and is expected to liaise, support and assist members of the headspace team and the wider FocusOne Health team.</p> <p>Consults and collaborates with other youth-oriented service professionals, both within the organisation and the community, to ensure optimal youth engagement.</p>
Line Management Responsibility	Nil
General Expectations	<p>Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.</p> <p>Maintains confidentiality and operates within the Information Sharing Guidelines.</p> <p>Participation in Performance Development Reviews every 12 months</p> <p>FocusOne Health is a smoke free workplace</p>
Special Conditions	<ul style="list-style-type: none"> <li>• Some out of hours work may be required for which time off in lieu is to be taken</li> <li>• Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required.</li> <li>• A current South Australian Driver's Licence is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy.</li> </ul>

Key Responsibilities – headspace Community Awareness Officer DGP3			
Accountability	Key Activities and Outcomes (What is to be achieved-responsibilities and duties)	Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved)	
		Outcomes	Outputs
<b>1. Service Delivery</b>	<p><b>The headspace Community Awareness Officer plans, delivers and evaluated community awareness activities, community events and youth engagement strategy, specifically:</b></p> <ul style="list-style-type: none"> <li>• Contributing to headspace Berri’s Youth Awareness Plan by understanding the needs of young ATSI, CALD, LGBTQI people and young people at risk of suicide or homelessness.</li> <li>• Planning, partnering and delivering headspace Berri community events in line with hMIF Trade Mark Licence Deed requirements, hs branding guidelines and CSAPHN headspace Berri Annual Plan.</li> <li>• Planning, and delivering local events to promote hN campaigns.</li> <li>• Managing the headspace Berri social media accounts, including content and monitoring levels of engagement.</li> <li>• Delivery of education sessions in schools and to community groups.</li> <li>• Media and marketing support to the wider headspace Berri team, including developing flyers, SM posts, media releases, resources etc.</li> <li>• Delivering non-clinical group programs (eg Tuning Into Teens, Mental Health First Aid, or other).</li> <li>• Facilitating the Youth Reference Group – meetings, projects and recruitment.</li> <li>• Responding to requests from the public for headspace presentations, presence, merchandise, stalls etc. and managing the booking of staff and YRG members attending.</li> <li>• Monitor stocks of headspace merchandise and resources</li> <li>• Participates in community engagement activities, some of which may be after hours.</li> <li>• Represents headspace Berri at community events and local network meetings.</li> <li>• Actively participates in operational activities, evaluation processes and team meetings at headspace Berri.</li> <li>• Develops a collaborative approach with relevant agencies to ensure emerging trends in youth service delivery are communicated with the headspace Berri team.</li> </ul>	<ol style="list-style-type: none"> <li>1. Creative, innovative and inclusive events are run and achieve the aims of reducing stigma, increasing help-seeking behaviour and raising awareness of mental health issues for young people.</li> <li>2. Community events and activities are well coordinated, run smoothly and reflect the headspace brand.</li> <li>3. Strong adherence to organisational processes and procedures.</li> <li>4. Uniqueness of the young people in our community is understood and celebrated.</li> <li>5. All individuals are treated with Dignity and Respect</li> </ol>	<ol style="list-style-type: none"> <li>1. 4 community events run per year (in addition to hN campaigns)</li> <li>2. School presentations are run in at least one school per term</li> <li>3. 100% of events and programs delivered are accompanied by an approved project plan or scope, and have a written evaluation</li> <li>4. &gt;80% of education session participants would recommend the session to their peers.</li> <li>5. 100% of partnering agencies provide positive feedback about their experience working with headspace Berri.</li> <li>6. Any other data will be collected as required by the headspace Berri Annual Plan.</li> </ol>

	<ul style="list-style-type: none"> <li>• Ensures service provision to ATSI, CALD and LGBTQI community members is culturally safe and appropriate.</li> <li>• Maintains a high level of communication with and between the headspace Berri Centre Manager, FOH Business Support Service staff and headspace Berri clinical team.</li> </ul>		
<b>2.Continuous Quality Improvement</b>	<p><b>The headspace Community Awareness Officer assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health’s quality assurance framework and supports the promotion of headspace Berri’s services.</b></p> <ul style="list-style-type: none"> <li>• Takes a lead role as the conduit for communication between the Youth Reference Group and headspace Berri.</li> <li>• Ensures the Youth Reference Group has an active voice in the development and delivery of headspace Berri programs and activities.</li> <li>• Participates in team meetings, planning activities, program evaluations and FocusOne Health-wide quality assurance activities.</li> <li>• Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation and reporting.</li> <li>• Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs.</li> <li>• Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators.</li> <li>• Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&amp;S in the workplace.</li> <li>• Education sessions, presentations and groups are delivered in the context of the Contracted Services Scheduled between CSAPHN and FocusOne Health and in conjunction with hNO guidelines, headspace Berri Program Guidelines, and FocusOne Health’s Policy, Procedures, Work Instructions, and Templates and Forms.</li> </ul>	<ol style="list-style-type: none"> <li>1 Demonstrate commitment to the objectives of the team and organisation and show considerable drive and effort in achieving work and organisational goals.</li> <li>2 Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and in line with organisational goals.</li> <li>3 Engages positively and professionally with FOH management, staff, clients and stakeholders.</li> <li>4 Actively participates in the Safety and Quality initiatives of the organisation including but not limited to: <ul style="list-style-type: none"> <li>• Participates in Manager 1:1 meetings</li> <li>• Integrates learnings and recommendations from every program evaluation in practice</li> <li>• Actively reports critical incidents and 'near misses' as per critical incident reporting procedures and participates in clinical incident processes</li> <li>• Participates in customer feedback initiatives, supporting clients to understand how their input is used</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1 Participate in the development of the headspace Berri Annual Plan.</li> <li>2 Contribute to continuous quality improvement initiatives, reviews and documentation and demonstrates a commitment to same.</li> <li>3. Present at each operational team meeting on upcoming events, evaluations of prior events, YRG input into service delivery.</li> <li>4. Evidence of contribution to a culture of genuine curiosity, openness and learning within the headspace team.</li> </ol>

		<p>to inform safety and quality of the organisation</p> <ol style="list-style-type: none"> <li>4 Actively engages in hMIF Trade Mark Licence Deed accreditation, understanding standards and implementing adherence to in community awareness practice.</li> <li>5 Demonstrates and participates in mandatory and professional learning; sharing with colleagues through sharing learnings and industry updates</li> <li>6 Displays 'openness' in professional conduct</li> </ol>	
<b>Program Implementation</b>	<p><b>The headspace Community Awareness Officer contributes to the planning, evaluation, delivery and reporting of the headspace program.</b></p> <ul style="list-style-type: none"> <li>•Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures.</li> <li>•Assists headspace Berri in working towards a collaborative approach with relevant agencies to ensure we are enhancing access to headspace Berri through our community engagement activities.</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintains accurate program records, records of community awareness activities, and documentation of external meetings.</li> <li>2. Ensure that community awareness activities comply with the appropriate policies and procedures set out in the Policy and Procedures manual and as per legislative requirements (under the guidance of the hs Centre Manager)</li> <li>3. Maintains an up to date knowledge of FOH services, other associated services and relevant legislative changes affecting youth mental health service delivery.</li> <li>4. Collates and reports data as required in a timely manner.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide data for 6 and 12-month reports as requested.</li> <li>2. &lt;5% data errors/incomplete entries in hAPI</li> <li>3. Education session booking spreadsheet is up to date</li> <li>4. Yearly planning calendar is up to date</li> <li>5. Outlook calendar is up to date</li> <li>6. Project plans are up to date</li> <li>7. 100% of headspace Berri promotional materials are compliant with the hs National branding guidelines.</li> </ol>

<b>Administrative Duties</b>	<p><b>Actively undertake administrative duties related to the role and those that support the organisation</b></p> <p>Monitor emails, phone calls and other communications as required.</p> <p>Ability to work under pressure and prioritise workload.</p>	<ol style="list-style-type: none"> <li>1. Administrative tasks completed in a timely fashion and tasks are prioritised demonstrating effective time management.</li> <li>2. Supports other teams and staff in administrative functions to ensure quality Customer Service and Team Work is demonstrated; including support of key service functions such as reception, office arrangements and positive organisational culture maintained.</li> </ol>	
<b>Team Work</b>	<p><b>Actively contribute to the success of FocusOne Health and its culture through effective communication, and by contributing to and facilitating teamwork in all facets</b></p> <p>Demonstrated ability to work independently as well as part of a multi-disciplinary team.</p> <p>Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</p> <p>Provide guidance to FOH staff on the interpretation of the headspace National branding guidelines.</p>	<ol style="list-style-type: none"> <li>1. Contributes positively and professionally to teams and programs working within.</li> <li>2. Demonstrate active participation in team planning; ensuring team initiatives are communicated across teams you work within.</li> <li>3. Motivates and engages the headspace team and hERO group to participate and contribute to events.</li> <li>4. Display organisational values, role models appropriate conduct and operates within organisational boundaries and systems</li> <li>5. Prepare for and participate in regular 1:1s with headspace Berri manager, utilising the time to report achievements, issues and concerns</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% of planned events involve the headspace team and hERO group.</li> </ol>

<p><b>Work Health Safety and</b></p>	<p><b>Maintaining and improving the quality in all FOH activities. All activities are implemented with consideration to safe work practices; meeting obligations under WHS legislation</b></p> <p>Contributing to quality in FOH's services and programs by demonstrating initiative, and communication with team members, stakeholders and clients, utilising FOH information management guidelines to record and document</p> <p>Deliver quality outcomes for the community and stakeholders, including participating in internal audits, drills and utilising service improvement request</p> <p>Participates and maintains WHS knowledge and WHS training; including awareness of FOH WHS Risk plan, policies and procedures.</p> <p>Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FOH facilities/equipment/services</p>	<ol style="list-style-type: none"> <li>1. Work Health &amp; Safety issues and controls implemented</li> <li>2. Specific program outcomes demonstrated in reporting</li> <li>3. Participation in Internal audits as requested</li> <li>4. Participation in drills as required</li> <li>5. Utilisation of Service Improvement Request process as necessary</li> <li>6. Hazard and Incident reports completed</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% of work place hazards and incidents are reported immediately.</li> <li>2. Participates actively in Risk Management and Hazard Identification (Job Safety Analysis).</li> <li>3. Completes WHS requirements/ documentation (eg Client Risk Profile, In Out Board for client visits, worksite inspections and use of duress alarms).</li> </ol>
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Essential Minimum Capabilities	
Skills and Abilities	<ul style="list-style-type: none"> <li>• Ability to interact well with young people, families and health professionals across disciplines.</li> <li>• Excellent oral and written communication and interpersonal skills.</li> <li>• Excellent computing and keyboard skills and proven experience with Microsoft Office suite.</li> <li>• Ability to prioritise tasks, set objectives, meet deadlines in a timely manner, and complete tasks to a professional standard.</li> <li>• Able to be self-motivated, enthusiastic and energetic and adapt readily to change.</li> <li>• Ability to plan events confidently and competently.</li> <li>• A growth-mindset: a commitment to ongoing learning and improving practice.</li> <li>• Exercise initiative and judgement in problem solving.</li> <li>• Ability to contribute to a team culture of openness, practice sharing and curiosity.</li> <li>• Experience social media strategy and relevant social media applications.</li> <li>• Ability to work with LGBTQI, ATSI and CALD young people</li> <li>• Capacity to advocate, address barriers and engage flexibility with young people.</li> <li>• Ability to lead and present to a group of young people.</li> </ul>
Experiences	<ul style="list-style-type: none"> <li>• Demonstrated experience in community development, community capacity building or awareness raising.</li> <li>• Demonstrated ability to build solid working relationships with financial and in-kind partners</li> <li>• Demonstrated experience in coordinating and scheduling events/groups/activities</li> <li>• Demonstrated experience working with young people and/or wit ATSI, CALD and LGBTQI people.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of mental health treatments for mild to moderate mental illness in young people.</li> <li>• Knowledge of trauma-informed practice principles for work with young people.</li> <li>• An understanding of early intervention in mental health.</li> <li>• An understanding of the issues relating to young people living in a regional community, in terms of accessing treatment services and in supporting recovery.</li> <li>• Awareness of the integral role of General Practice, Psychiatry and Local Health Networks in the assessment, treatment and referral for young people.</li> <li>• An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions.</li> <li>• An understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&amp;S Act.</li> <li>• An understanding of cultural issues in working with minority groups of people including Indigenous, LGTBIQ and CALD communities</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Relevant AQF level 5 or above (Diploma or above) in a related field (eg business/project management, marketing and communications, community services).</li> </ul>
Desirable Characteristics	
Experiences and Knowledge	<ul style="list-style-type: none"> <li>• Experience in corporate fund raising</li> </ul>



	<ul style="list-style-type: none"> <li>• Experience in a mental health or primary health setting.</li> <li>• Experience in liaising with youth related agencies at a local and or state level.</li> <li>• Knowledge of local and regional health services, youth friendly services, and social networks for young people.</li> <li>• Experience in running groups</li> <li>• An appreciation of the long-term goals of FocusOne Health.</li> </ul>		
Personal Abilities	<ul style="list-style-type: none"> <li>• Ability to be innovative and self-directed.</li> <li>• Skills in public speaking and/or facilitating training.</li> </ul>		
<b>Organisational Requirements</b>			
Acknowledgement and Approval			
Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.			
<b>Acknowledged by Employee:</b>		<b>Date:</b>	Signature:
<b>Approved by CEO:</b>	Scerina Rasheed	<b>Date:</b>	Signature: