



FAMILY REFERENCE GROUP

POSITION DESCRIPTION



Role Title:	Family Reference Group Member
Where:	headspace Greensborough & Plenty Valley Centres
Supervised by:	Community Engagement Practitioner
Hours:	Casual Volunteer

About headspace Greensborough & Plenty Valley

headspace Greensborough and headspace Plenty Valley support young people aged 12–25 across Banyule, Nillumbik and Whittlesea areas, promoting better mental health and social wellbeing through accessible, youth-friendly services and programs.

Position Summary

headspace Greensborough and Plenty Valley is a youth mental health service that supports young people aged 12-25yrs old. Family, friends, Carers and other significant people are important in the lives of young people, and we are committed to having those that provide support to them as part of our service in a variety of ways.

Reference Group Member

As a Family Reference Group (FRG) member you will provide your lived experience and perspectives as someone supporting a young person. This could be supporting the governance and service planning, design, delivery and continuous improvement of headspace Greensborough and Plenty Valley.

FRG members will contribute to a range of participation activities at headspace Greensborough and Plenty Valley which will provide ideas, feedback, and advice and share your expertise as family, friends, Carers or significant others.

FRG members are also engaged in a range of participation opportunities that align with their interests, experiences, and availability to inform, collaborate and enhance the work of headspace. This work is varied and can include such activities as be part of our Consortium, facilitate workshops and coordinate family led projects, speak at events, sit on interview panels, inform policy.

FRG members are supported in their role through orientation and professional development, Bi-monthly meetings, regular check ins with the Community Engagement Practitioner and Service Manager.

Position Context

Participation of young people and family is fundamental to the delivery of quality services and is a core element of the headspace model. headspace is committed to providing young people and family with safe and meaningful opportunities to directly participate within its structures and services. At headspace, we recognise that young people and family are experts in their own lives and have the right to have a say in matters that affect them.

The FRG is a key mechanism at headspace for the participation of young people and family in the governance and service planning, design, delivery, and continuous improvement of headspace. The FRG is supported by the Community Engagement Practitioner and works closely with the Service Manager.

The FRG may be asked to be part of an opportunity through the Lead Agency Mind Australia and the Northern General Manager or Victorian Operations Manager.

Key Responsibilities

FRG members are required to:

- Engage in and actively contribute to a range of participation activities to inform, advise and collaborate on the work of headspace Greensborough and Plenty Valley. Safely share family perspectives and lived experience of mental health or social and emotional wellbeing challenges, seeking help, and recovery to inform, advise and collaborate on the work of headspace Greensborough and Plenty Valley.
- Complete orientation, induction and professional development training including any mandatory training relevant to the role.
- Attend and actively contribute to Bi monthly meetings.
- Regularly respond to communications from the Community Engagement Practitioner as well as established communication forums with other FRG members.
- Regularly complete and update written tasks including Wellbeing Plans and feedback forms.
- Support other headspace activities including: [insert relevant activities such as: Consortium, Tuning into Teens parent sessions, present at events and engage at events and activities.
- Become community advocates for youth mental health which will raise awareness of youth mental health and to educate the broader community about youth mental health
- Represent headspace whilst working with different staff and stakeholders in the community
- Work collaboratively with staff from range of diverse backgrounds in a safe and inclusive way
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.

OPTIONAL: public speaker at functions, local schools, mental health forums, and conferences.

Key Selection Criteria

- Passionate about youth mental health and are willing and safely able to share your perspectives and experiences and have appropriate supports in place.
 - The ability to work in a team and participate in group discussions as well as working independently.
 - Motivation, willingness and commitment to the FRG for a two-year timeframe
 - Good communication skills.
 - The ability to balance health (including mental health), other responsibilities like study/work/family and the demands of the FRG position.
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Workplace Practices

All headspace Greensborough & Plenty Valley employees and volunteers are required to familiarise themselves with the organisation's policies and procedures and always abide by them. It is further expected that employees/volunteers will:

- Be respectful towards the organisation, colleagues, clients and the public.
- Uphold the objectives and philosophy of headspace & lead agency of Greensborough/Plenty Valley headspace which is MIND Australia
- Act collaboratively and in a safe and responsible manner.

This position requires applicants to undergo or hold a current Working with Children Check (volunteer or employee) and a recent police check (also called a National Criminal History Check).

How to apply

For more information, please contact Joel Rainford – Community engagement practitioner on (03) 9433 7200 or email: joel.rainford@mindaustralia.org.au