

Youth Ambassador

Position Description

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POSITION TITLE:	Youth Ambassador
POSITION No:	Not Applicable
REGION:	Regional Operations- Outer East
DEPARTMENT:	Regional Operations- Outer East
AGREEMENT/AWARD:	Volunteer
LOCATION:	headspace Knox Suite 3027, 2 Capital City Boulevard, Westfield Knox Ozone, Wantirna South, 3152
REPORTS TO:	Community Engagement Officer
DIRECT REPORTS:	Nil
DATE CREATED:	February 2018

Position Summary:

The Youth Ambassador position is a crucial role within the headspace Knox service. This role is required to represent the views of young people, which will inform the operations and strategic direction of the headspace Knox centre. This person will also represent young people at the headspace Knox Strategy & Governance meetings, to communicate various suggestions, issues or complaints from young people regarding any aspect of headspace Knox. The Youth Ambassador also sits on the Youth Reference Group to serve as a conduit between management and headspace Governance, and young people. This role is important for ensuring that there is a young person's perspective in all decision making processes at headspace. Reimbursement is provided for approved meeting attendance.

Mandatory Employee Responsibility:

General Behaviours & Attributes:

- actively contributes and participates as part of an integrated services team;
- contributes to continuous quality and service delivery improvement throughout the organisation;
- acts in a manner that is not discriminative against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates an understanding of, and displays behaviours in line with EACH's Service Principals;
- participates in all mandatory training requirements to support the delivery of safe and effective service provision;
- Completes induction within a two week timeframe upon commencement of employment.

Governance and Compliance:

- acts in accordance with all EACH's policies, procedures and code of ethics;
- complies with the Police Record Check and Working With Children Check policies at all times, and is responsible for ensuring appropriate evidence is provided throughout the course of employment;
- where applicable to the position, provide evidence of immunisation status, such as serological immunity or vaccination history;
- performs duties within the Scope of Practice of the role and according to the verification of credentials (qualifications, registrations and professional competencies);

- employee maintains updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.

Work Health & Safety:

- acts in accordance with health and safety policies and procedures at all times;
- all staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Real World Outcomes:

%	Real World Outcome:	Measurement:
25	Engaged with young people	The Youth Ambassador will be engaged with the youth community, and be knowledgeable regarding issues facing young people in the headspace catchment.
25	Advocacy on behalf of young people	The Youth Ambassador will speak on behalf of the Outer Eastern youth community, and represent the opinions and voice of young people to headspace Knox.
25	Represent the youth community at Strategy & Governance Meetings	The Youth Ambassador will attend the Strategy & Governance meetings to represent the perspectives and wishes of the youth community.
25	Participation in the Youth Reference Group	The Youth Ambassador will attend and participate in the Youth Reference Group, and will serve as a conduit to share information between the Governance group and the Youth Reference Group.
Total % must equal 100%		

Key Duties & Responsibilities:

Key duties and responsibilities include but are not limited to:

Real Work Outcome Component:	Key Duties & Responsibilities:
Youth Engagement	<ul style="list-style-type: none"> Actively engage with young people in the community to ensure their views play a role in shaping the headspace Knox centre Attend and participate in the Youth Reference Group in order to share information between the Governance Group and the Youth Reference Group.
Youth Advocacy	<ul style="list-style-type: none"> Be the youth representative for headspace Knox, including participating in specific promotional activities and media releases for advocacy campaigns. Participate in key decision making processes such as recruitment and strategic planning.
Youth Representation	<ul style="list-style-type: none"> Advocate and represent the voice of youth at Strategy & Governance meetings.

Youth Reference Group

- Participate in the development and overseeing of the youth reference group.
- Share relevant information from the Governance meetings back to the Youth Reference Group.

Core Competencies:

Skills:

- ✓ Highly developed interpersonal, verbal and written communication skills
- ✓ Highly developed presentation skills
- ✓ Exceptional organisational skills and time management skills
- ✓ Excellent computer skills with a proficiency in the use of MS Office Applications (Word, Excel, Outlook) and the ability to work from electronic medical records and the headspace Minimum Data Set

Experience/Knowledge:

- ✓ Must be a young person (18-25)

Attributes:

- ✓ Is committed to EACH and headspace Knox Vision, Mission, Values and Service Principles;
- ✓ Capacity to recognise own feelings and those of others, self-reflection and self-awareness;
- ✓ Respects the ethical beliefs and diversity of others;
- ✓ Is culturally aware and values social inclusiveness as a strength and positively utilises diversity;

Physical Requirements:

- ✓ N/A

Desirable Qualifications:

- ✓ N/A

Mandatory Competencies/Licenses:

- ✓ Working with children check

Employee Acknowledgment & Declaration:

I understand that by signing this document I have understood the role, duties, responsibilities and outcomes required to fill the inherent requirements of this position.

Employee Name: (please print) _____

Employee Signature: _____

Date: ____/____/____

****Once signed by employee a copy of this PD is to be sent to the People & Culture Department****