

Position Description

General Details

Title	Volunteer – Family and Friends Reference Group member	Program / Unit	headspace
Reports to	Tasja Barelds	Location	Mount Gambier

Role Purpose

The Family and Friends volunteer is part of a reference group that will consult with headspace on a range of topics, including advocacy and awareness of youth mental health and family inclusive practice.

Essential Responsibilities

Function	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> ▪ Supporting local headspace activities ▪ Becoming an active community advocate for youth mental health with the goal of raising awareness of youth mental health and family inclusive practice; educating the broader community about youth mental health ▪ Being involved in community education activities ▪ Completing a wellness plan and actively looking after all aspects of your health
Values and Service Excellence	<ul style="list-style-type: none"> ▪ Role model the values and priorities of Uniting Communities: <ul style="list-style-type: none"> ○ Courage, Accountability, Respect, Growth and Teamwork ○ Customer service excellence, advocacy and social justice, resilience and wellbeing, U City Community and a motivated and agile workforce ▪ Deliver service in line with Internal Service Excellence: <ul style="list-style-type: none"> ○ Being of service to others / show you care ○ Explore needs holistically and look for opportunities to add value ○ Make it easy
Team Work / Customer Service	<ul style="list-style-type: none"> ▪ Work and contribute to a successful team environment ▪ Contribute to the team achievement of defined service standards in a safe and trusting environment ▪ Co-operate and provide support to team members and managers on day-to-day operational matters ▪ Undertake responsibilities that will positively contribute to the Community and Uniting Communities' Vision ▪ Deliver high-level customer service to our internal and external customers and departments
Compliance and Risk Mitigation	<ul style="list-style-type: none"> ▪ Ensure compliance and provide a safe and equitable workplace by adopting safe work practices, following procedures and policies and respecting and appreciating diversity ▪ Ensure compliance with all statutory, legal and ethical obligations and compliance audits ▪ Identify and implement risk minimising strategies and practices

Selection Criteria

	Essential	Desirable
Training / Qualifications	<ul style="list-style-type: none"> ▪ Ability to attend all compulsory training required by the organisation for your position within allocated timeframe 	
Experience / Knowledge	<ul style="list-style-type: none"> ▪ Have a relationship (family member or friend) with a young person who has experienced mental health difficulties. ▪ Have an interest and passion in youth mental health and the role of family and friends in a young person's support and recovery • Aged 18 years and above at the time of application ▪ Have had contact (either currently or previously) with a local headspace centre or a CAMHS, CYMHS or youth mental health service as part of 	<ul style="list-style-type: none"> ▪ A strong understanding of Australia's mental health system ▪ Experience working with Aboriginal people, families, and communities ▪ Innovative ▪ An understanding of how to use your lived experience in a proactive way

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	your role as family member or friend of a young person who has experienced mental health difficulties.	
Skills / Abilities	<ul style="list-style-type: none"> ▪ Possess the ability to work in a team and participate in group discussions as well as working independently ▪ Possess motivation, willingness and commitment to participate and respond to communications on an ongoing basis ▪ Willingness to talk about youth mental health issues ▪ Possess the ability to balance health and wellbeing and other responsibilities such as work/study/family, with the demands of the Reference Group position. ▪ Access to the internet and telephone ▪ Have strategies in place to manage their own Health and wellbeing 	
Licenses / Certificates		<ul style="list-style-type: none"> ▪ First Aid Certificate ▪ Maintenance of a full, unrestricted South Australian Driver's License

Special Conditions

- Duties of the Volunteer role may vary according to service and business needs.
- Participate in development or training as required by the organisation from time to time
- Child Safe Environment training to be attended every 3 years.
- National Police Check and DCSI Screening completed prior to commencement and refreshed every 3 years.

Volunteer Signature: _____ Date: _____

Print Name: _____

Copy of My Commitment to Uniting Communities for all positions at Uniting Communities attached.

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MY VOLUNTEER COMMITMENT TO UNITING COMMUNITIES

At Uniting Communities everyone works as a team to ensure the following:

1. ACCOUNTABILITY

- Work within the Vision and Values and policy framework of Uniting Communities.
- Delegate authority and responsibility as defined within the Delegations of Authority Policy.
- Supervisors will ensure a safe and respectful workplace for all staff.

2. WORK HEALTH SAFETY

- Cooperate with all policies, procedures and work practices and maintain currency of knowledge in relation to Work Health and Safety.
- Take reasonable care for your health and safety and for the health and safety of others.
- Follow all reasonable instructions given by management.
- Supervisors will ensure work is performed in a safe way and policies, procedures and safe work practices are observed for all staff.

3. EVERYDAY COMMUNITY ENGAGEMENT

- Seek ways in which to enable people to reconnect with community.
- Facilitate community in its various forms and guises, to embrace and include all of its members.
- Assist in the achievement of Uniting Communities' overall goal to build a society which is compassionate and better able to support and care for its members and enables all people, regardless of their background or disadvantage, to participate and to flourish.

4. SAFE ORGANISATION FOR CHILDREN AND OTHER VULNERABLE PEOPLE

- Familiarise self and adhere to organisational policies and procedures in relation to children, young people and vulnerable adults.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people who come into association with the organisation.
- Supervisors will ensure child safe requirements are handled as part of supervision processes.

5. BEYOND CARBON NEUTRAL

- Support and embrace Uniting Communities' carbon reduction commitment, minimising environmental impact in the performance of your role, supporting and encouraging staff to do likewise.