



JOB AND PERSON SPECIFICATION

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| Title of Position: | Community Connections/Program Support Officer |
| Classification: | HPSO 1 |
| Type of Position: | Full time |
| Term Appointment: | Contract until 30 th June 2019, renewal subject to performance and ongoing funding. |
| Salary: | According to qualifications & experience |

Approved by Chief Executive Officer: June 2018

The mission of **headspace** Murray Bridge is to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance abuse disorders through early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework. **headspace** Murray Bridge is funded through the Country SA Primary Health Network.

The **headspace** Murray Bridge program is under the auspices of the Murray Mallee General Practice Network as the Lead Agency and is supported by a range of consortium partners who share the **headspace** vision.

JOB SPECIFICATION

1. POSITION SUMMARY

The Community Connections Officer/Program Support Worker (1.0 FTE) is to be part of the headspace Murray Bridge team based in Victor Harbor. Their key purpose is to promote the range of primary care services available within Victor Harbor and surrounding areas to young people, communities and families. Some administrative assistance including general office duties, reception, data entry, work processing and information management. This role will form an important part of the team as the first point of contact for many of our consumers, providing screening and guidance through the range of health services available to them. This position will also foster youth engagement with headspace.

The Murray Mallee General Practice Network is the lead agency for **headspace Murray Bridge**. The Community Connections/Program Support Officer is employed by the Murray Mallee General Practice Network

2. REPORTING/WORKING RELATIONSHIPS

The Community Connections Officer will operate within the headspace Victor Harbor service and will report to the Business Manager.

3. SPECIFIC CONDITIONS

- The position will be based at the headspace site in Victor Harbor.
- Participation in regular performance management reviews is required.
- Flexible working hours (some out of business hours and weekends) may be required for which time in lieu may be taken.
- Intrastate travel, particularly throughout the headspace region may be required.
- Current driver's license required.
- A vehicle is available for work purposes. If use of own vehicle is required for work purposes reimbursement will be made as per the rates determined by the relevant Modern Award.
- A Department of Communities and Social Inclusion screening check for child and vulnerable person related employment is required, as well as a National Police Clearance. All must be updated every 3 years, or upon our request.
- Minimum requirements of Certificate 4 in Youth Work qualifications and experience working with young people.
- Further contracts will be subject to performance and ongoing funding.

4. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES:

They will have responsibility for the following activities:

- Ensure accessible information is provided to young people, their families and the local community to increase the capacity of young people and their community to connect with appropriate health and wellbeing supports at the time they are needed.
- Maintain a presence and reception service at the headspace outreach service in Victor Harbor as required for supporting warm entry to headspace.
- Support individuals to complete a brief entry screening assessment to establish an indication of need and risk, where applicable.
- Provide administrative assistance support to the Victor Harbor office
- Participate in local youth networks to promote available services and referral pathways and support strategies for building sector capacity around youth mental health.
- Assist in the organisation and delivery of relevant community events and activities such as headspace training activities, community events, and promotional days/weeks.
- Recruit, train, supervise and support young people to be involved in the headspace Youth Reference Group to be established in Victor Harbor and/or develop other mechanisms to engage young people with the work of headspace in Victor Harbor.
- Work closely with the headspace team in Victor Harbor to ensure that the views of young people and families are integrated into service planning and service delivery.
- Keep up to date with relevant youth sector trends, gaps and information.
- Ensure that primary health care is promoted in a positive manner at all times and work in accordance with the organisation's Strategic Plan. .
- May assist young people at risk to better manage e.g. life skills, anger management, and conflict resolution.

4.1 Other responsibilities:

- Work Health and Safety

Ensuring a safe working environment at all times by maintaining effective work practices, adopting procedures and practices that comply with the Occupational Health and Safety Act, and taking reasonable care to protect your own health and safety and the health and safety of others

- Equal Opportunities Legislation
Promoting and implementing policies and procedures and the prevention of harassment, bullying and intimidation.
- Professional Codes of Conduct and Ethics
Complying and practicing within relevant Federal and State Legislation and the profession's code of practices/ethics

5. OTHER DUTIES AS DIRECTED.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Personal Skills/ Knowledge / Experience

Educational/Vocational Qualifications

- Minimum Certificate 4 in Youth work or equivalent qualification

Personal Abilities/Aptitudes/Skills

- Ability to relate to young people and their families and to work with them to achieve change and quality outcomes.
- Ability to work within a multidisciplinary team.
- Assessment skills and ability to network with other agencies and refer as appropriate
- Ability to contribute to considered discussion with young people, and with the team, about client needs and appropriate ways to meet those needs.
- Respect patient privacy & confidentiality
- Ability to work in conjunction with, and be sensitive to, the needs of different cultural groups.
- Ability to communicate effectively verbally and in writing with other employees, clients and their families, members of the community, and both government and non-government agencies.
- Familiarity with Microsoft Office Suite (Outlook, Word, Excel, Access and Publisher)
- Ability to perform multiple tasks and meet deadlines
- Competent computer skills and experience with online health platforms
- Hold a current driver's license

Experience

- Experience engaging with young people and community members.
- computer skills in the Windows environment and online technologies
- Work Health Safety Act, Policies and Practices
- Equal Opportunities Legislation, policies and practices

DESIRABLE REQUIREMENTS

(To distinguish between applicants who have met all the essential requirements)

Experience

- Working with youth, families, agencies and communities.
- Program delivery and development
- Assessment and referral of young people.
- Computer client data base tools

Knowledge

- Appropriate community resources for families and adolescents.
- Knowledge of, and experience in, recreational, practical and social learning programs for families of adolescents

Incumbent is obligated to refer to their job and person specification along with MMGPN's Manuals and Registers and other relevant Roles and Responsibilities statement as required.

SIGNED:

SIGNED:

.....
Chief Executive Officer

.....
Employee

PRINT NAME:

PRINT NAME:

Date: / /

Date: / /

The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.

End