



**Recruitment
Information Package.
Assisting you in your application to join
our team.**

www.ireach.org.au - (08) 8531 1303

“Healthy and resilient people and communities”



Vacancy Information:

Position: *Community Engagement Worker*

Salary: *Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options, five weeks Annual Leave, and a flexible and supportive working environment*

Status: *0.8 FTE – 1.0 FTE*

Closing Date: *31st January 2025*

iREACH Rural Health (formerly Murray Mallee GP Network) provides health services in regional South Australia. Our team is continuing to grow, and this exciting opportunity will allow the right candidate to make a difference in our communities.

To learn more about our organisation, visit: www.ireach.org.au/About-Us

About the roles:

An exciting opportunity has arisen within our growing organisation.

- To work within the headspace Murray Bridge team to promote headspace services in the community
- To coordinate community awareness raising activities in the region and seek to reduce stigma around mental health issues for young people.
- This position will also foster youth engagement with headspace and seek community feedback around service needs and gaps through the facilitation of a youth reference group and provision of psychosocial group programs.

About You:

- Ability to work independently and demonstrated capacity to maintain confidentiality
- Quick thinker and thrive on multi-tasking
- Be enthusiastic and motivated with a positive outlook
- Opportunity to work with a holistic team
- Department of Human Services Working with Children Check and Vulnerable Person Related Employment Screening checks – or be willing to obtain

What's in it for you?

- A flexible and supportive working environment
- A competitive salary in recognition of your qualifications and experience
- Not-for-profit salary packaging
- Inclusive and supportive environment
- Modern and welcoming office spaces
- 5 weeks of annual leave
- Regular training opportunities for all staff
- Employee Assistance Program
- Flu vaccinations offered
- Birthday Leave – a paid day off to celebrate

Applications close Friday 31st January 2025 at 5pm

- Job description and advice on how to apply can be obtained on our website: headspace.org.au/headspace-centres/murray-bridge
- Copy of your resume, and an application addressing the job and person specifications, should be forwarded with the names of two current referees, to the Centre Manager, Rachel Faulkner via email rachelf@ireach.org.au

For more information, contact Rachel Faulkner, Centre Manager 08 8531 2122

We are an equal-opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities, including Aboriginal and Torres Strait Islander people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities.

“Healthy and resilient people and communities”

This information package contains information about the iREACH Rural Health Inc, and guidelines on submitting your application.

You will find within this information package:

- An overview of the iREACH Rural Health Inc**
- Position Description & role requirements.**



How to apply:

Applicants are requested to send a copy of your resume, and application addressing the job and person specifications and forwarded with the names of two current referees, to the Centre Manager, Rachel Faulkner via email rachelf@ireach.org.au

About Us:

Established in 1995 as the Murray Mallee Division of General Practice, the organisation has evolved to become the **iREACH Rural Health**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

Youth Mental Health:

We are the lead agency for headspace Murray Bridge, headspace Mt Barker and headspace Victor Harbor which provides holistic early intervention services through a range of primary health care providers and consortium partners.

Mental Health Team

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Mannum, Taillem Bend and Meningie.

Demography:

The iREACH Rural Health is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees, and interns within our practices.

The iREACH Rural Health is fully accredited under TQCSI. Our accreditation status is oversighted and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain, and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

iREACH Rural Health abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to: <http://www.ombudsman.sa.gov.au/isg/>

Seeking employment with the iREACH Rural Health:

Job seekers considering employment with the iREACH Rural Health should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant's suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position's requirements. The person who is best able to demonstrate the match of their knowledge, skills, and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the iREACH Rural Health.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the iREACH Rural Health, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.
- 2) A resume may be attached to an application, but it should complement the information provided in the application and focus on the broader skills and competencies
- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.
- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no specific requirement, unless otherwise stated. However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.
- 5) Follow the application instructions provided, complete any forms, and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.
- 6) Try to find out as much information as possible about the agency. The iREACH Rural Health website www.mmgn.org.au contains a lot of useful information.

“Healthy and resilient people and communities”



- 7) Check and recheck your application document, do not rely on your computer's "spell check". Get a friend or family member to read the document.
- 8) If you are invited to an interview, it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e., dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, www.workplace.gov.au

JOB AND PERSON SPECIFICATION

Title of Position:	headspace Community Engagement Worker
Classification:	MMGPN EBA 2017 – MMGPN 3 / HPSO 1 (Dependent on qualifications and experience – salary sacrifice arrangements are available)
Status of employment:	Contract position (Renewal dependent upon ongoing funding and performance)

Approved by Chief Executive Officer: June 2023

COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

During the period of government health reform from 2013-14, the organisation evolved to become an independent provider of primary health care services, predominantly funded through the Country SA Primary Health Network (PHN) and other levels of government and Medicare-funded services.

Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

Our core business includes primary health, mental health and AOD health services to our local communities. In addition, we offer outreach services to smaller and geographically isolated communities and provide services at low or no cost to clients.

The organisation is administered from its premises in the Rural City of Murray Bridge. Clinical services are provided on-site, with a serviced reception area and consulting rooms utilised by a range of private and project-funded allied health professionals. In addition, youth mental health

“Healthy and resilient people and communities”



and drug and alcohol services are provided through the **headspace** Murray Bridge (and the **headspace** Victor Harbor satellite site) and **headspace** Mount Barker.

Outreach services are provided to larger towns, including Mannum, Meningie, Tailem Bend and Karoonda. One of our most outstanding achievements has been the significant improvement in access to allied health services for our isolated rural communities.

iREACH employs or contracts a range of allied health workers within its suite of funded programs and private providers. This includes nurses, psychologists, social workers and AOD Workers. In addition, organisational and clinical managers support the qualified and experienced allied health workforce; and comprehensive program guidelines, policies and procedures.

ABOUT HEADSPACE

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12 to 25-year-olds. headspace has 149 centres across Australia in metropolitan, regional and remote areas and online and phone support services through eheadspace.

headspace can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. Centre details, as well as factsheets and resources for young people and their families and friends, can be located on the headspace website: headspace.org.au

The mission of **headspace** Murray Bridge and Mount Barker 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. In addition, headspace provides services to young people with moderate to severe mental health through youth complex care funding. **headspace** Mount Barker is funded through the Country SA Primary Health Network.

What is the role of a lead agency?

The **headspace** Murray Bridge, Victor Harbor satellite site and Mount Barker programs are under the auspices of iREACH as the Lead Agency. Each centre is supported by a range of consortium partners who share the headspace vision.

A lead agency leads each local headspace centre on behalf of a regional partnership of organisations responsible for delivering mental health, drug & alcohol, primary care services and community-based providers of vocational assistance and training.

Lead Agencies are locally based and run services that share a headspace centre's vision and ensure this is appropriately meeting the local community's needs.

JOB SPECIFICATION

At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

VISION

Healthy and resilient people and communities

CORE VALUES

inclusivity and diversity

Respect and compassion

Empowerment

innov**A**tion

Connection

Hope

1. Purpose

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and it is anticipated that individual roles will change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

2. Role Description

The Community Engagement position is an integral part of the headspace team. Their key purpose is to promote headspace services in the community and reduce the stigma around mental health issues for young people. This position will also foster youth engagement with headspace and seek community feedback around service needs and gaps by facilitating a youth reference group and providing psychosocial group programs.

The Community Engagement worker coordinates community awareness-raising activities in the region that:

- promote early help-seeking to improve early access to health and other services for young people who have (or may be at risk of) developing a mental health and/or substance use disorder or have economic and social recovery needs
- 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 when needed.
- Increase community awareness of mental illness among young people, facilitate consumer participation, organise and deliver health promotion activities and special events to engage identified target populations in conjunction with clinical staff as needed.

3. Role Accountabilities

- Work with the **headspace** clinicians to ensure that health promotion messages and activities relating to youth mental wellbeing are consistent with evidence-based practice.
- Assist in producing documents and promotional material of a professional standard suitable for external communication to a variety of target audiences, deliver key messages and comply with branding guidelines.
- In partnership with the **headspace** clinicians, develop an annual community engagement calendar and communicate this to the team.
- Lead the organisation of **special headspace** events such as **headspace** community events, promotional days/weeks (i.e. Youth Week, Mental Health Month)

4. Key Performance Indicators (KPIs)

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee's performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

5. Delegated Authority

The employee is required to comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.

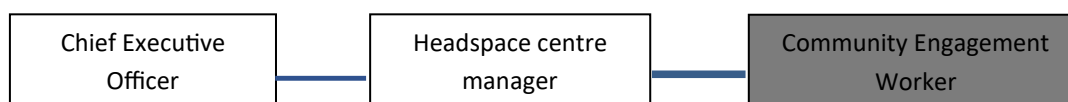
6. Customer Service

It is the responsibility of all employees of iREACH to maintain agreed customer service standards to both the external and internal customer base.

7. Reporting/Working Relationships

- The Community Engagement worker will operate within the specified headspace Centre (Murray Bridge or Mount Barker) and will report to the Centre Manager.
- The Community Engagement Officer will work closely & collaboratively with Community Engagement team members at other sites.
- May represent iREACH at local, regional, state and national meetings, conferences, and other relevant forums.

8. Organisational Chart



9. Special Conditions

- Participation in regular performance management reviews is required.
- Flexible working hours (some out of business hours and weekends) are required on a regular basis, 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 the use of own vehicle is required for work purposes, reimbursement will be made as per the rates determined by the relevant Modern Award.

10. Child Protection

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant will be required to demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening checks:
 - Working with children check (WWCC)
 - Vulnerable Person Related Employment Screening
- The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.

11. Work Health and Safety

The headspace community engagement worker is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS
- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

The employee is responsible for protecting their own health and safety at work, as well as co-workers & clients.

The employee is responsible for abiding by the organisation's WH&S policies and direction as set out in iREACH's Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

12. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES

TEAMWORK

The Community Engagement Worker will:

“Healthy and resilient people and communities”



- Work effectively and collaboratively with colleagues and service partners, in accordance with the values and philosophy of iREACH, to deliver agreed objectives.
- Participate in team or management meetings that are relevant to program deliverables.
- Maintain a high level of professionalism in all interactions.
- Engage in professional development activity and quality improvement processes, and attend training as necessary in order to meet changing needs, new technology developments and service requirements.
- Actively support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan.

Other roles include:

- Facilitate and support the youth reference group and manage the Murray Bridge/Mount Barker headspace Facebook page.
- Identify and develop opportunities for other participatory mechanisms that encourage engagement and involvement from young people, their friends, family and carers.
- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress **headspace** toward its objectives.
- Represent **headspace** & iREACH to various agencies and professional networks, the local community and young people.
- Coordinate and support psychosocial group programs.
- Support students in actively participating in psychosocial and community engagement activities as appropriate to their placement and under the supervising clinician's direction.

QUALITY ASSURANCE

The Community Engagement Worker will actively support the development and implementation of initiatives to foster continuous quality improvement and assurance. This may include:

- Participate in the review of iREACH's Annual and Strategic Plans in conjunction with other team members.
- Contribute to best practice standards of service delivery by supporting the implementation of quality management systems, evaluation and reporting
- Ensure the application and fostering within the workplace of the relevant Federal and State Legislation principles, policies & procedures of:
 - equal opportunity
 - fairness
 - honesty and respect
 - work-health & safety
 - professional Codes of Conduct and Ethics

COMPLIANCE

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for iREACH values
- 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 iREACH Code of Conduct

13. PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

“Healthy and resilient people and communities”



The essential experience, knowledge, skills, competencies and qualifications a person requires to fulfil the responsibilities of the position successfully are:

1. A tertiary qualification in a relevant discipline and/or extensive experience in community development, health promotion, public health, social sciences or education.
2. A demonstrable passion for and commitment to making a difference in the lives of young people.
3. Demonstrated understanding of young people's health and wellbeing needs with mental health and/or substance use problems.
4. Demonstrated ability to engage and communicate to groups of people (including public speaking), tailoring communication to suit a specific target group or age range.
5. Demonstrated ability to coordinate, implement and report on programs with some level of autonomy.
6. Demonstrated ability to use creativity and innovation in a community/project setting.
7. Sound knowledge of health promotion and social marketing theories.
8. Demonstrated highly developed oral and written communication skills, including networking.
9. You have demonstrated the ability to manage and prioritise various tasks and projects simultaneously.
10. Well-developed computer skills.
11. Demonstrated knowledge, skills, and experience in involving young people in their own care
12. Knowledge, skills, attitudes and demonstrated behaviours that are positive towards young people and their mental health
13. Demonstrated knowledge, skills, and experience in involving young people in their own care
14. Knowledge, skills, attitudes and demonstrated behaviours that are positive towards young people and their mental health

DESIRABLE REQUIREMENTS

To distinguish between applicants who have met all the essential requirements:

1. Demonstrated understanding of the needs of LGBTIQ+ young people, including barriers to engagement, participation and help-seeking.
2. Demonstrated understanding of the needs of Aboriginal and Torres Strait Islander young people, including barriers to engagement, participation and help-seeking.

The incumbent is obligated to refer to their job and person specification along with iREACH's Manuals and Registers and other relevant Roles and Responsibilities statements as required.

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