Youth Reference Group Volunteer Role Description

Volunteer role title	Youth Reference Group Member
Responsible to	Centre Manager, headspace Port Adelaide
Unit	Mental Health, Counselling and Wellbeing Services
Program	headspace Port Adelaide, Centacare Catholic Community Services
Location	78-80 St Vincent Street, Port Adelaide 5015
Agreed Hours	As agreed with manager to a maximum of 15 hours per week.

In this volunteer role, you will help by performing the following duties:

- Participate in monthly meetings to advise on the direction, development, and initiatives of headspace Port Adelaide to improve access to mental health services for young people and ensure the needs of young people in the region are being met.
- Undertake onboarding training and other relevant mental health related trainings.
- Staying connected with the group members and Youth & Community Engagement Officer via our Facebook Messenger group chat and email group.
- Attend local community events and activities representing headspace to reduce mental health stigma and encourage help-seeking.
- Advise on, evaluate, and participate in headspace National campaigns and events.
- Be a community advocate to raise awareness of youth mental health, encourage young people to seek help early and to educate the broader community about youth mental health.
- Complete a wellness plan and actively look after all aspects of your health.

Optional Duties include:

- Advise on headspace Port Adelaide's social media content, and feature in & develop content.
- Sit on staff interview panels with the Centre Manager and Clinical Lead.
- Develop and support projects for headspace Port Adelaide using your unique skillset – e.g. photography, video making, etc.
- There may be opportunities to be involved in a sub-group for specific projects and initiatives.
- Co-chair the headspace Port Adelaide Consortium.
- Take minutes at monthly Youth Reference Group meetings.

Time Commitment

- Monthly Wednesday meetings occur in-person at the centre for 1.5 hours. Set aside an additional 30 minutes to review meeting agenda and minutes.
- Regularly checking the Facebook Messenger group chat and any emails that you receive from headspace Port Adelaide and responding accordingly.
- Attending community events and activities that fit around your work, study and personal schedule.

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Reimbursements

headspace Port Adelaide will cover the following costs:

- All reasonable travel and parking costs to attend face to face events and trainings.
- An honorarium in the form of a $25 gift voucher for attending monthly meetings.

We ask that you only perform volunteer duties you are authorised to perform, always operate under the direction and supervision of Centacare's staff, and obey reasonable directions and instructions. This is particularly important for work, health, safety and insurance reasons.

ATTRIBUTES, SKILLS, QUALIFICATIONS, EXPERIENCE & CONDITIONS	
Volunteer attributes	• Ability to relate to and communicate with people from all different cultures, backgrounds and experiences, including young people, parents, agency staff, and wider community members. • Ability to work within a team environment, participate in group discussions, and willingness to work within policy guidelines. • Eager and willing to participate in training courses. • Have an interest and passion in raising mental health awareness for young people. • The ability to balance health (including mental health), other responsibilities e.g. school/work/uni/family, and the demands of the volunteer position. • Valid or ability to obtain Department of Human Services (DHS) Working with Children Check. • Willingness to complete all Centacare and headspace volunteer training requirements.
Special conditions	• Membership reviewed annually to allow opportunities for new young people to join.

BENEFITS	
Benefits to the volunteer	• Share and gain new skills and knowledge. • Invaluable experience to put on your resume. • Have fun and make a difference in your community. • Increase self-confidence. • Attend community events representing a reputable organisation. • Network with other community organisations and services.
Benefits to the community	• Help individuals, families and communities. • Positive youth role modelling.
Benefits to the organisation	• Enhance community awareness and engagement work. • Provide an invaluable resource to staff. • Ensure service remains youth focussed.

KEY EXPECTATIONS AND RULES OF BEHAVIOUR

Integrity and Quality

- Adhere to all Quality and WHS policies and procedures and uphold the values and standards of behaviour in accordance with Centacare's Code of Ethics and Conduct and Child Protection Code of Conduct.

- Positively promote the organisation both internally and externally whilst in your role.
- Maintain confidentiality on all issues relating to the organisation and individuals (other volunteers, staff and clients).

Customer Service

- Operate with integrity and professionalism at all times when dealing with all individuals.
- Respect the uniqueness of individuals whilst being responsive to their needs.
- Ability to apply culturally sensitive practice across diverse cultural backgrounds.

Commitment to Managing Change

- Attend all compulsory training sessions identified by the organisation and undertake other training and development as required.
- Work consistently and positively within a team to achieve positive outcomes.

Teamwork and Communication

- Work harmoniously with team members and others.
- Resolve any workplace conflict in a professional manner and in accordance with policy and procedure.
- Participate in regular and professional communication with the Youth & Community Engagement Officer.

Work, Health and Safety (WHS)

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Actively participate in WHS activities, policies, practices and procedures.

SUPERVISION AND VOLUNTEER ROLE REVIEW

As a volunteer, the Youth & Community Engagement Officer will be responsible for supervising your volunteer role. From time to time your volunteer role may change, increase or decrease. Should this occur, we will discuss with you your interest and availability to continue volunteering. Your volunteer performance or any concerns about your suitability as a volunteer will be discussed with you if and when it occurs.

I …… *(Volunteer full name)* have read, understood and accept the volunteer role description as outlined above. I agree to volunteer under the direction of the Centre Manager in accordance with the duties outlined under 'Volunteer Duties' & abide by the Centacare Code of Ethics & Conduct and the Child Protection Code of Conduct requirements set down in the respective policies.

Volunteer: **Date:**

(Print Name) *(Signature)*

Centre Manager: **Date:**

(Print Name) *(Signature)*