

POSITION DESCRIPTION

Youth and Community Engagement Officer Headspace, Port Adelaide

Our Vision

We envision a supportive community where people can experience the opportunity to reach their full potential.

Centacare is a Child Safe Organisation

| POSITION INFORMATION | |
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| POSITION TITLE | Youth and Community Engagement Officer |
| RESPONSIBLE TO | Executive Manager, Support Training and Intervention Services through Manager, headspace Port Adelaide |
| UNIT | Support Training & Intervention Services |
| AWARD | Social, Community, Home Care and Disability Services Industry Award 2010 (SoComm) |
| CLASSIFICATION | Social and Community Services Employee - Level 5 |

| POSITION DESCRIPTION |
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| <p>Centacare is a quality accredited organisation and one of South Australia's most progressive and vibrant agencies.</p> <p>Centacare, as the lead agency of a consortium-based model, is responsible for operating the headspace, Port Adelaide program. headspace is Australia's National Youth Mental Health Foundation. The headspace mission is to improve the mental health, social wellbeing and economic participation of young Australians aged 12-25</p> <p>Headspace, Port Adelaide provides free services to young people aged 12 -25 years in the areas of:</p> <ul style="list-style-type: none"> • Mental Health and Wellbeing • Alcohol and Other Drugs • Relationships • Education, Employment and Training • General Health <p>The Youth and Community Engagement Officer is responsible for promoting youth participation and raising awareness about the service and youth mental health.</p> <p>They will facilitate and support the Youth Reference Group and contribute to the promotion of the service through engagement with the youth sector, develop and engage in health promotion activities and develop content for social media and the website in collaboration with the rest of the team.</p> <p>The Youth and Community Engagement Officer will also support the work of the broader team to ensure successful engagement with young people, private providers, consortium staff and other stakeholders, including administration tasks.</p> |

The Youth and Community Engagement Officer will:

- Coordinate the Youth Reference Group, including recruitment and management of members, communication and performance management.
- In partnership with the Youth reference Group and other staff, plan, coordinate, deliver and evaluate health promotion strategies to young people, families and carers and service providers.
- Maintain the headspace, Port Adelaide website
- Utilise social media to engage with young people, promote the service, provide information about mental health and promote positive mental health strategies.
- Participate in local youth networks to promote the service and referral pathways and support strategies for building sector capacity around youth mental health.
- Work in partnership with headspace National Office and other headspace sites on events, national campaigns and other promotional activities.

QUALIFICATIONS & CONDITIONS

| | |
|---------------------------|---|
| Essential: | <ul style="list-style-type: none"> • Qualifications in health promotion, public health, community development or related field |
| Desirable: | <ul style="list-style-type: none"> • Experience in the Youth Mental Health Sector |
| Special Conditions | <ul style="list-style-type: none"> • A Current Drivers Licence is essential for this position • Required to participate in Centacare's Police Clearance procedure • You may be required to use your own motor vehicle and comply with the Grey Fleet Vehicle Contract. |

KEY PERFORMANCE INDICATORS (KPI)

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators

KPI 1: CUSTOMER SERVICE

| Key Competencies | Key Measures |
|--|---|
| <ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with internal and external clients and stakeholders • Demonstrate a strong understanding of Centacare and headspace and positively promote the organisation and service both internally and externally • Maintain confidentiality on all issues relating to the organisation, clients and colleagues • Provide prompt and courteous service to all clients including colleagues, other services and the community • Treat all young people with respect and equality, whilst being responsive to their needs • Demonstrate an awareness of diverse cultural needs • Maintain a professional manner and be responsive to enquiries | <p>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</p> |

| KPI 2: PROFESSIONAL AND TECHNICAL SKILLS | |
|---|--|
| Key Competencies | Key Measures |
| <p><i>Work Management</i></p> <ul style="list-style-type: none"> • Time management and task prioritising. • Maintain accurate client and program files • Thorough knowledge of relevant legislation <p><i>Clinical Knowledge</i></p> <ul style="list-style-type: none"> • Proven experience in working with people with complex needs and/or people living with a mental illness • Familiarity with mental health interventions for families which provide outcomes for young people • Applies thorough knowledge of therapeutic interventions including assessment, counselling, family work, referral and consultancy • Group facilitation skills • Proven knowledge of theories and models of group work • Strength based models of education • Deal effectively with challenging group behaviours • Work effectively with people from diverse backgrounds • Work effectively with people with different learning abilities • Ability to provide and gather reliable evidence-based data • Sound knowledge of and skills in program evaluation • Experience in the writing and presentation of publications • Confidence in creating information packs and brochures to targeted audiences • Proven knowledge of developing and delivering training and information sessions <p><i>Working in Partnership</i></p> <ul style="list-style-type: none"> • Proven experience of collaborative work practices • Ability to develop strong relationships with key stakeholders • Ability to work closely with management • Provide advice and support to other organisations involved in the case management process | <p>Demonstrated knowledge and application of the specific skills required for this position</p> <p>Demonstrated collaborative work practices</p> |

KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE

| Key Competencies | Key Measures |
|---|---|
| <ul style="list-style-type: none">• Effectively balance work, family and personal commitments• Commitment to continual professional and personal development• Demonstrate flexibility and initiative during periods of change• Attend all compulsory training sessions identified by the organisation and undertake other training and development as required | Demonstrated experience and understanding of the need for continuation of both personal and professional development |

KPI 4: TEAMWORK AND COMMUNICATION

| Key Competencies | Key Measures |
|---|---|
| <ul style="list-style-type: none">• Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes• Demonstrate a commitment to teamwork and the maintenance of a supportive work environment• Work harmoniously with other team members to achieve service delivery excellence• Resolve any workplace conflict in a professional manner and through the correct organisational processes• Participate in regular and professional communication with the manager and with all relevant colleagues and managers• Participate in supervision and support as required• Actively participate in the Performance and Professional Development review and Plan as required | Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation |

KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)**Key Competencies**

- Be aware of, and practice according to the organisation’s mission, objectives, core values and strategies
- Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation
- Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards
- Support the development and maintenance of a best practice WHS culture within the workplace
- Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors
- Adhere to safe work practices
- Implement actions in WHS plans as required
- Ensure that all documentation is accurate and completed in a professional and timely manner
- Coordinate filing and administration in a professional and orderly manner
- Ensure all records are maintained according to Centacare’s WHS policies and procedures

Key Measures

Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures

Demonstrated commitment to the professional and timely administration of all documentation requirements

PERFORMANCE MONITORING

Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.

The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Performance and Professional Development Review
- Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

I have read, understood and accept the responsibilities outlined in my position description.

Employee: _____ **Signed:** _____ **Date:** _____

Executive Manager: _____ **Signed:** _____ **Date:** _____