

Position Description

Aboriginal and Torres Strait Island Online Peer Support Moderator

Location:	National Office - Melbourne
Department:	eheadspace
Level:	HS1
Employment Type:	Casual, Maximum Term
Approved By:	<u>Steven Lecieste</u>
Date Approved:	<u>12.02.2020</u>
Agreed By:	_____
Date Agreed:	_____

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services



4. HEADSPACE VISION FOR RECONCILIATION

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

5. POSITION SUMMARY

Working in this role means that you will help to create and push new ways to include more Aboriginal and Torres Strait Islander young people in the new headspace online community called 'Yarn Space'. Yarn Space will launch in 2020 and will be a safe space for Aboriginal and Torres Strait Islander young people to get helpful information and help each other. Working in this role, you will help the eheadspace team to check how people are using Yarn Space and offer support to young people (12-25 years old) and their family, friends and community. You will be paid for your work.

You can take a look at the online community here:

<https://headspace.org.au/eheadspace/spaces/community/>

It is an operational requirement that this position is occupied by an Aboriginal and/or Torres Strait Islander person.

6. POSITION CONTEXT

While this role is located within the eheadspace team at headspace National, the successful applicants will work from home. eheadspace provides professional mental health support via online webchats, email and telephone to young people and their families. eheadspace offers a range of digital support services, so that all young people and adults supporting them seeking support from eheadspace will have the opportunity to engage in a variety of high quality digital options including peer-to-peer support.

The Aboriginal and Torres Strait Island Online Peer Support Moderators will report to the eheadspace Online Community and Digital Coordinator. This role has an expected monthly commitment of 8 hours, split over alternate fortnightly Thursday evenings.

All necessary training will be provided to successful applicants.

7. KEY RESPONSIBILITIES/OUTCOMES

- Offer a particular peer support focus for Aboriginal and Torres Strait Island young people engaging with the online community
- Nurture the eheadspace online community and support users via comments, group chats or wherever needed.
- Create a positive culture in eheadspace online communities through active and friendly moderation. This includes hiding trolls, reinforcing positive comments and responding to questions.
- Be well versed in the community guidelines and remind users of their responsibilities.
- Help manage the risks associated with user-generated content through identifying content not in line with the community guidelines.



- Cultivate a respectful and issues-based community culture (rather than personal, problem focused).
- Understand current issues in mental health for young people and young people's unique experiences with mental health.
- Assist with quality assurance, seeking to identify bug or technical-related issues.
- Represent the community's voice in product development and design to enhance the user experience.
- Strengthen youth participation within eheadspace.
- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation.
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.
- Any other duties consistent with the position where required by the eheadspace Online Community and Digital Coordinator.

8. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

8.1 Essential

- It is an operational requirement that this position is occupied by an Aboriginal and/or Torres Strait Islander young person (aged between 18-25).
- A passion for promoting wellbeing among youth
- Good written communication
- Ability to obtain required Working With Children Checks
- Ability to manage competing and regularly changing priorities
- Ability to identify the core information in a complex issue and convey it in a clear, simple, and persuasive way
- Ability to perform under pressure and work to deadlines.

8.2 Desirable

- Experience within an online moderation context.
- Demonstrated experience engaging young people from Aboriginal and/or Torres Strait Islander backgrounds in participation programs.

** Please note, headspace considers that being an Aboriginal or Torres Strait Islander person is a genuine occupational requirement for this position under s28 of the Equal Opportunity Act 2010 (Vic).*

9. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

