



**headspace**

National Youth Mental Health Foundation

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[headspace.org.au](http://headspace.org.au)

## Position Description

### Digital Work and Study Specialist

**Location:** National Office - Melbourne

**Department:** Vocational Programs

**Level:** HS4

**Employment Type:** Full time, Maximum Term

**Approved By:** Carolyn Watts

**Date Approved:** January 2017

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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#### 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. POSITION SUMMARY

The Digital Work and Study Service provides vocational support to young people. The service will use a digital service platform to provide vocational assistance to young people with the additional support of integrated clinical care. The Digital Work and Study specialist will work directly with young people leveraging technologies that include web chat, web conferencing, phone, email and live video support.

Young people will be referred through **headspace** Centres, **eheadspace** (**headspace**'s online clinical service) and external community organisations. **Participation in the program is voluntary.**

## 5. POSITION CONTEXT

The Digital Work and Study Specialist role requires a highly motivated and determined vocational/employment services worker who has experience working with young people with complex needs.

The role requires the capacity to look outside the square creating innovative ways to engage young people. It requires an approach that illuminates and invests in a young person's motivations and strengths by providing individually intensive, pro-active and focussed support.

Digital Work and Study specialists will have small case loads of young people to work with. Time will be invested in advocating for the young person with educational institutions, employer networks and external community and employment service agencies. Determination to get the best outcome for the young person is an essential and critical trait of the Digital Work and Study specialist.

The Digital Work and Study service will be located within the Vocational Programs Division at **headspace** National Office. Digital Work and Study Specialists will report through to the Digital Work and Study Coordinator.

## 6. KEY RESPONSIBILITIES/OUTCOMES

### 6.1 Responsibilities

- Undertake online and telephone vocational screening assessments with young people and their families
- Deliver work and study support that includes career planning and advice, development of job seeking tools and resources, direct marketing and engagement with employers, assistance with study applications and post placement support.
- Provide referrals to and liaise with external service providers.
- Engage with clinical care practitioners to provide holistic integrated support for the young person when required.
- Maintain appropriate records including the collection of all essential data.
- Liaise and promote the service with key referral agencies including headspace Centres, eheadspace and other identified referral agencies.
- Participate in supervision.
- Participate in ongoing planning, development and implementation of the service.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Other duties consistent with the position where required and/or requested by the Digital Work and Study Coordinator and the Manager Vocational Programs.

### 6.2 Outcomes

- Access to digital work and study support with integrated early intervention clinical care
- Regional Young People, early school leavers and Aboriginal and Torres Strait Islander young people are engaged in the program.
- Young people are supported towards improved vocational and educational outcomes.
- Young people are provided with quality vocational material and programs.

- Young people are provided access to specific transition programs and employer networks.
- A full evaluation of the effectiveness of the program will be delivered.
- A Digital Work and Study service model of delivery will be developed.

## 7. SELECTION CRITERIA

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

### 7.1 Essential

- An intrinsic determination to advocate, guide and support young people in their pursuit of valued work and study opportunities.
- Qualifications in a relevant or a related discipline and/or demonstrated experience in related work and study assistance including; career guidance, vocational assistance, recruitment, employment services.
- Proven vocational skills developed through working with vulnerable young people.
- Working knowledge of the common mental health issues experienced by young people.
- Working knowledge of the employment services environment including Centrelink, DES and Job active providers.
- Strong organisational and case management skills.
- Proven track record in building and maintaining effective working relationships with a range of stakeholder that include employers, educational institutions and community service providers.
- Highly developed verbal and written communication skills.
- Proven ability to engage and build trust with a wide variety of young people from different backgrounds.
- Self-motivated
- Computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.

### 7.2 Desirable

- Experience or demonstrated knowledge of the Individual Placement Support Vocational Model.
- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system in Australia.

## 8. 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