



headspace

National Youth Mental Health Foundation

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headspace.org.au

Position Description

School Connection Officer

Location: NT, VIC, TAS, WA, SA, NSW, QLD, ACT

Department: **headspace** in Schools

Salary range: HS4

Employment Type:

Approved By: Kristen Douglas

Date Approved: November 2018

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. POSITION SUMMARY

The **headspace** in Schools School Connection Officer will work with State and Territory teams or with the National team to support the delivery of Be You. They will establish and maintain strong processes that help teams to connect and work with schools. School Connection Officers will ensure there is effective communication to schools, networks and stakeholders. They will manage the planning for events, both webinars and on site, as well as any administrative tasks that are required.

5. POSITION CONTEXT

headspace in Schools is a division of **headspace** that works with school communities to improve the mental health and wellbeing of students, staff, parents/carers and the broader community. **headspace**, as an implementation partner will work with Beyond Blue to deliver Be You to Australian primary and secondary schools. Be You promotes mental health and wellbeing, from the early years to 18, and offers educators and learning communities evidence-based online professional learning, complemented by a range of tools and resources to turn learning into action.

headspace in Schools employs and manages the staff that implement Be You in all Primary and Secondary Schools around Australia. There are teams in each State and Territory, who are supported by a National team. School Connection Officers will work with a State or Territory team to support the implementation of Be You.

6. KEY RESPONSIBILITIES/OUTCOMES

School Connection Officers are responsible for supporting State and Territory teams to engage schools and deliver the Be You program. This will include, but is not limited to, the following:

- Assist the state and territory teams to identify, establish, improve and maintain processes that support schools to connect and register as part of the Be You program
- Coordinate events (online, as well as in person) within state and territories, including travel planning, management of venues, catering, participants, and relevant resources
- Manage and coordinate uploading relevant data related to events and school contacts
- Coordinate the response to school enquiries that are emailed to state and territory teams
- Provide email or phone follow up to schools to assist with quality check-ins and engagement
- Manage the communications to schools that support teams to meet their delivery targets
- Coordinate the rollout of relevant merchandise or resources
- Ensure that information is communicated effectively within teams and to the larger national workforce
- Other duties consistent with the role where required and/or requested by the state Manager or by the national team

7. SELECTION CRITERIA

7.1 Essential

- A combination of relevant experience and education/training in a professional administrative position for a minimum of 2 years.
- Exceptional presentation skills coupled with a professional manner when dealing with clients, as well as outstanding interpersonal skills.
- Ability to work productively with a broad range of people from a variety of cultures, backgrounds and experiences, including Aboriginal and Torres Strait Islander community members, school staff, and other stakeholders.
- Excellent written and verbal communication skills with the ability to deal with sensitive information and proven experience in conflict resolution.
- Demonstrated experience in the organisation of general office functions and processes with well-developed organisational and administrative skills.
- Advanced computer skills, including the ability to use Microsoft Office, email and web based applications.
- Ability to work both independently but also within a collaborative team environment.
- Exceptional multi-tasking, time management and problem solving skills including the ability to achieve outcomes within agreed timeframes and under time pressures.
- Proven ability to work confidentially and productively with a high level of tact and diplomacy.

7.2 Desirable

- Tertiary qualification in business/administration or other relevant discipline.
- Knowledge and experience in the Australian schools education sector
- Knowledge and experience of youth mental health issues
- Experience in the Not-for-Profit sector

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