

Position Description

Work and Study Specialist

Location:	National Office - Melbourne
Department:	Vocational Programs
Level:	HS4
Employment Type:	Full time, Maximum Term
Approved By:	<u>Carolyn Watts</u>
Date Approved:	<u>February 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. POSITION SUMMARY

headspace Work and Study provides vocational support to young people to help them reach their work and/or study goals. Using an online platform, the Work and Study Specialist will work directly with young people via phone, webchat, email and video chat to provide vocational support. Young people access the service with a range of goals, from finding work through to finishing their study. The service is clinically integrated with a clinician on the team, ensuring the program is holistic and tailored to a young person's needs.

Young people access the service through headspace Centres, eheadspace (headspace's online clinical service) and external community organisations. The program uses a strengths-based model and participation is voluntary.

5. POSITION CONTEXT

The Work and Study Specialist role requires a highly motivated and determined individual who has experience working with young people with complex needs. The role requires the ability to look outside the square to create innovative ways to engage young people to ensure they reach their work/study goals. It requires an approach that invests in a young person's motivations and strengths by providing individually intensive, pro-active and focussed support.

Work and Study Specialists work with small caseloads of young people at any one time. Specialists support young people with accessing educational institutions (TAFEs, schools and universities), employers and external community and employment services. Determination to get the best outcome for the young person is an essential and critical trait of the Work and Study Specialist.

headspace Work and Study is located within the Vocational Programs Division at headspace National Office. Work and Study Specialists report through to the Work and Study Coordinator and work with a small team of fellow Specialists. The service is focussed on clinical integration and holistic support, with a Clinical Advisor on the team to provide clinical care to young people accessing the service and support for staff to ensure young people are receiving the most appropriate service.

6. KEY RESPONSIBILITIES/OUTCOMES

6.1 Responsibilities

- Deliver online work and study support to help young people achieve their desired work/study outcomes. This includes career planning, development of job seeking tools and resources, direct marketing and engagement with employers, assistance with study skills and enrolment applications. This also includes follow up support once a young person achieves an outcome.
- Provide referrals to and liaise with external service providers to support young people (eg. Centrelink, housing organisations).
- Engage and undertake clinical collaboration with clinicians to provide integrated work/study and mental health/wellbeing support for young people.
- Maintain appropriate records including the collection of all essential data and clear and concise notes.
- Liaise and promote the service with key referral agencies including headspace Centres, eheadspace, community organisations and other identified referral partners.



- Participate in ongoing planning, development and improvement 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 Work and Study Coordinator.

7. SELECTION CRITERIA

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

7.1 Essential

- Qualifications and/or equivalent work experience in a relevant discipline (eg. education support, career guidance, youth work).
- Demonstrated experience providing young people with direct service assistance to reach their work/study goals, for example; education support, career guidance, recruitment or other related employment/education support service.
- Working knowledge of the employment/social support service landscape including Centrelink, DES and jobactive.
- Proven ability to engage and build trust with a wide variety of young people from different backgrounds.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders that include employers, educational institutions and community service providers.
- Working knowledge of the common mental health and wellbeing issues experienced by young people.
- Strong case management skills including proficient organisation and time management skills, as well as confident IT skills (word processing, Excel, data management software).

7.2 Desirable

- Experience or demonstrated knowledge of the Individual Placement and Support 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

