

Position Description

Aboriginal and Torres Strait Islander Work and Study Specialist

Location: National Office - Melbourne

Department: Vocational Programs

Level: HS4

Employment Type: Maximum Term, Part time

Approved By: Carolyn Watts

Date Approved: February 2020

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

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. The service is committed to working with Aboriginal and/or Torres Strait Islander Young people and their communities, and has an existing Aboriginal and Torres Strait Islander Specialist on the team.

6. 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 and specifically Aboriginal and/or Torres Strait Islander young people.

This position will maintain and strengthen community and headspace centre connections to ensure Aboriginal and/or Torres Strait Islander young people are aware of and engaging in the service. The position will also play an important role in ensuring that the service is welcoming, culturally appropriate and safe. This will include building upon existing referral pathways in communities and strengthening our service delivery to Aboriginal and/or Torres Strait Islander young people.

The role requires the ability to look outside the square to create innovative ways to engage young people to ensure they reach their 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 have small caseloads of young people to work with. 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 (including one existing Aboriginal and Torres Strait Islander Specialist). This role will work closely with the existing Aboriginal and Torres Strait Islander



Specialist to get the best outcomes for young people in the service. Whilst the vast majority of the work is office based, it may require a small amount of travel.

1. KEY RESPONSIBILITIES

1.1 Responsibilities

- Deliver online work and study support that 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 for Aboriginal and/or Torres Strait Islander young people including headspace Centres, eheadspace, community organisations and other identified referral partners.
- Participate in ongoing planning, development and implementation of the service, with a focus on service improvement for Aboriginal and/or Torres Strait Islander young people.
- 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.

2. SELECTION CRITERIA

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

2.1 Essential

- **It is an essential occupational requirement that this position is filled by an Aboriginal and/or Torres Strait Islander person.**
- Qualifications or equivalent work experience in a relevant discipline (eg. education support, career guidance, youth work, health).
- Demonstrated experience providing young people with direct service assistance, for example; education support, career guidance, recruitment or other related support services to help a young person reach their goals.
- Experience in providing direct support and engaging and building trust with Aboriginal and/or Torres Strait Islander people and community organisations.
- Working knowledge of the common mental health and wellbeing issues experienced by young people and specifically Aboriginal and/or Torres Strait young people.
- Strong case management skills including proficient organisation and time management skills.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders.



2.2 Desirable

- Working knowledge of the employment services environment including Centrelink, DES and jobactive providers.
- Existing community connections with Aboriginal and/or Torres Strait Islander youth organisations and services.
- Experience in the not for profit and/or public health sector.
- A broad understanding of the mental health support system in Australia.

3. 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

