



headspace

National Youth Mental Health Foundation

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headspace.org.au

Position Description

Digital Work and Study Coordinator

Location: National Office - Melbourne

Department: Vocational Programs

Level: HS6

Employment Type: Maximum Term, Full Time

Approved By: Carolyn Watts

Date Approved: April 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

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Achieve – We are responsive to community needs and deliver on expectations
- Passionate – We are dedicated to making a difference in the lives of young people and their families

4. POSITION SUMMARY

The Digital Work and Study Service provides vocational support to young people integrated with clinical care. The service 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 to this service by **ehedspace** clinicians, **headspace** Centres and external community organisations.

The Digital Work and Study Coordinator will be responsible for the overall project management and implementation of the service. The position will report to the Manager of Vocational Programs and sit within the Vocational Programs division.

5. POSITION CONTEXT

The Digital Work and Study Coordinator will be an innovative dynamic leader who has significant experience and professional knowledge as a program or project manager in the employment /vocational service industry. They will have a proven track record in advocating for young people, managing a team of experts, working with industry and building pathways. This person will also have the capacity to establish and monitor effective systems that ensure both a quality service and reporting requirements are met.

The incumbent will have high level communication and negotiation skills, working collaboratively across the **headspace** network including Research and Evaluation, Strategic Communications, Information and Technology, **ehedspace** and **headspace** Centres.

Experience working in a vocational /employment services team integrated with clinical services with young people is desirable but not essential.

6. KEY RESPONSIBILITIES/OUTCOMES

- Overall project management of the service.
- Management of a small team of Work and Study specialist and clinical staff.
- Building the **headspace** culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
 - Create and maintain a responsive and respectful workplace culture that integrates the **headspace** values.
 - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.
 - Provide effective leadership to drive the performance and outputs of the team.
 - Monitor, evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.
- Contributing to the design of operations.
- Liaising with key internal stakeholders for the development and implementation of systems, and supports for the program.
- Coordinating an internal program advisory group.
- Developing partnerships with external stakeholders for the purpose of developing valued pathways for young people into work and/or study.
- Building strong relationships with key referral agencies and developing and monitoring the effectiveness of referral pathways.
- Establishing data collection systems and reporting documents.
- Collecting and monitoring data, developing reports and supporting the evaluation process.
- Contributing to the delivery of **headspace**'s National Vocational Strategy.
- Engaging and developing staff to build a positive team approach for high performance and the continuous improvement of the program.
- Other duties consistent with the position where required and/or requested by the Manager of Vocational Programs

7. SELECTION CRITERIA

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

7.1 Essential

- Qualifications in a related health or education discipline and /or career guidance services.
- Demonstrated experience coordinating and delivering Work and Study related services including building partnerships with Industry to support the transition into work and/or study
- Experience in delivering programs to vulnerable young people.
- Working knowledge of the common mental health issues experienced by young people and strong advocacy skills.
- Strong organisational and project management skills including experience in all areas of project management including research, evaluation and reporting
- Financial management experience.
- Highly developed verbal and written communication skills and proven track record in building and maintaining effective working relationships with a range of stakeholders.
- Advanced computer skills including word processing, spreadsheets and database applications.
- A working knowledge of the Individual Placement Support Model.
- Experience in managing a small team and the ability to work both independently and collaboratively as a productive team member.

7.2 Desirable

- Experience in the Not for Profit and/or public health sector.
- Experience in delivering vocational services integrated with clinical supports.
- A broad understanding of the mental health service system in Australia.
- Member of a Career Industry Association

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