

## Position Description

### Work and Study Support Officer (Service Expansion)

**Location:** National Office Melbourne

**Department:** Vocational Programs

**Level:** HS3

**Employment Type:** Maximum Term

**Approved By:** Julia Smith

**Date Approved:** May 2020

**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. 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 is a unique online service that provides young people aged 15-25 access to employment and education support to help them reach their work and study goals. The Support Officer is responsible for supporting initial intake and access for young people who use the service. As the first point of service contact, the Support Officer role is critical for creating a welcoming and informative environment, and building rapport and timely support to young people when they need it.

The Support Officer is primarily responsible for managing service intake and access, which includes; monitoring referral points into the Service, contacting young people to provide a service introduction, triaging referrals to book appointments and working with Clinical Advisors, Career Advisors and the Service Coordinator to support young people in accessing the service. The Support Officer also provides advice, support, advocacy, resources and follow up to all service enquiries and to a range of service stakeholders and contributes to service data reporting.

This role requires someone who is passionate about increasing young people's access to appropriate employment, education and wellbeing support. It also requires someone who understands the importance of work and study in supporting young people's mental health, and recognises the important impact that programs such as this can have on young people's wellbeing.

#### **6. POSITION CONTEXT**

headspace Work and Study is a service delivered by headspace, the National Youth Mental Health Foundation. The Service provides vocational support to young people integrated with clinical care and is delivered online through web chat, web conferencing, phone, email and video chat. Young people are referred to the service by eheadspace clinicians, headspace Centres and external community organisations and can also self-refer.

This position will report to the headspace Work and Study Coordinator, with a commitment to working collaboratively in an integrated multidisciplinary team including allied health and career/employment service professionals. The Support Officer will be highly motivated, flexible, and responsive to the needs of young people and service stakeholders. Important stakeholders that the Support Officer will engage with include referral partners (for example headspace Centres) and internal stakeholders such as eheadspace.

As the first point of contact for the service it is important that the Support Officer is a confident communicator and someone who enjoys thinking on their feet and problem solving. This role also involves having many tasks on the go at the same time, so requires someone who is skilled at multi-tasking and time management. Working alongside clinicians and a wider team of service delivery staff, the Support Officer must keep accurate notes and records, and record all service data accurately to ensure young people receive appropriate, safe and effective support.



## 7. KEY RESPONSIBILITIES/OUTCOMES

- Facilitate access for young people to headspace Work and Study by monitoring and managing all service access points (phone, email, online and fax) in a professional and youth friendly manner
- Manage service demand and waitlist using established intake processes
- Provide accurate and timely contact to young people, including; appointment booking, rescheduling and notification of changes to appointments
- Record initial client data and establish and maintain high quality, accurate and confidential electronic case notes including clinical records
- Support Work and Study Specialists (Career Advisors) with service administration for intake and appointment bookings and work collaboratively with Service Clinical Advisors to identify young people who may require additional support to access the Service effectively
- Provide administrative support to the Work and Study Coordinator and/or team as required; for example to update resources and information for young people
- Collate and maintain accurate service data for regular reporting to the Service Coordinator
- Maintain open and strong communication between the administrative, service and clinical components of the service
- Liaise and develop effective working relationships with referral partners, primarily headspace Centres
- Participate in Service and Divisional improvement projects as required
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.
- Other duties consistent with the position where required and/or requested by the Work and Study Coordinator/Divisional Leadership

## 8. SELECTION CRITERIA

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

### 8.1 Essential

- Experience working in a fast paced customer focused environment (eg. reception, administration, retail, hospitality or customer service role. This can include volunteer work) and/or and/or a qualification in a related discipline to the role (such as youth work, social work, community work etc.). This can include volunteer experience.
- A personal commitment and passion to improving the mental health and wellbeing of young people through engagement in work and study
- Strong interpersonal skills and the ability to interact with people from a variety of backgrounds and experiences
- Excellent organisational and time management skills; and the ability to multi-task and manage competing demands.
- A growth mindset and commitment to team work
- The ability to work independently with limited supervision
- A high level of professionalism, with the ability to maintain confidentiality and discretion
- The ability to work accurately and with a high level of detail to maintain electronic notes and data
- Advanced technology skills, particularly with Word and Excel, and confidence learning new online systems quickly and efficiently.



## 8.2 Desirable

- Work experience or personal interest in the mental health sector, including volunteer work
- A broad understanding of the employment landscape (including employment/careers support) for young people today
- A broad understanding of strength-based and young person led approaches to service delivery
- Experience working in a role responsible for scheduling and booking appointments

## 9. 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

