



## Position Description

### Youth Mental Health & Community Worker

**headspace** Queanbeyan

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|------------------|---|
| Location:        | <b>headspace</b> Queanbeyan   |
| Department:      | <b>headspace</b> Services Limited   |
| Classification:  | Health Professional Level 1<br>( <i>Health Professional and Support Services Award 2010</i> ) |
| Employment Type: | Maximum Term, Full Time   |
| Approved by:     | Greg Young  |
| Date Approved:   | August 2016   |
| Agreed by:       | <hr/>   |
| Date Agreed:     | <hr/>   |

#### 1. HEADSPACE PURPOSE

To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

#### 2. 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
- Passionate – We are dedicated to making a difference in the lives of young people and their families
- Responsive – We listen to community needs and deliver on expectations to achieve great results

### 3. POSITION SUMMARY

The key elements of Youth Mental Health and Community Worker's role is firstly, to facilitate young people and their families' access to **headspace** Queanbeyan services. The incumbent is primarily responsible for providing timely intake and assessment, advice, support, advocacy, resources and follow up to clients. Secondly, the Youth Mental Health and Community Worker will oversee and support the planning, delivery and evaluation of community awareness, education and activities for **headspace** Queanbeyan. This position will play a key role in creating partnerships with local organisations, schools and other community members to promote early intervention and increase access to **headspace** Queanbeyan services for young people. The Youth Mental Health and Community Worker will also provide relevant education and training to key stakeholder groups, where appropriate.

### 4. POSITION CONTEXT

The Youth Mental Health and Community Worker will be highly motivated, flexible, and responsive to the needs of young people, with the goal of improving outcomes for clients of the service and the wider community. The incumbent will be an experienced professional with considerable knowledge and experience in health service delivery, and will be committed to working collaboratively within an allied health multidisciplinary team and with local stakeholders. This position reports to the Clinical Team Leader.

**headspace** Queanbeyan is operated by **headspace** Services Limited, a subsidiary of **headspace** National Youth Mental Health Foundation. **headspace** Queanbeyan provides young people with access to Allied Health Professionals and community supports to assist young people to access the support they need to develop and maintain the skills and confidence to live healthy and happy lives. **headspace** Queanbeyan also engages in community awareness and seeks to develop and implement innovative programs to improve the mental health and wellbeing of young people in the Queanbeyan region.

**headspace** centres aim to create highly accessible, youth friendly, integrated service hubs that provide evidence based interventions and support to young people aged 12–25 years. The aim is to improve outcomes for young people by addressing the major barriers for service use, and enabling better access to, and engagement in, early intervention services that provide holistic and integrated care.

### 5. KEY RESPONSIBILITIES/OUTCOMES

- Facilitate young people and their families to access **headspace** Queanbeyan services by providing timely intake, assessment and appropriate intervention, where required.
- Work with treating practitioners and/or allied health professionals to provide advice, practical support, advocacy, resources and follow up to clients.
- Actively assist clients to access other relevant community services in areas such as housing, education, training and employment.
- Undertake case management with young people, including outreach (by agreement).
- Maintain high quality, accurate and timely case notes and records.
- Actively participate in supervision, case reviews and team meetings.
- Liaise and develop relationships with medical, welfare, educational, vocational, mental health, and alcohol and other drug agencies regarding referral and service provision for young people;
- Contribute to and implement innovative best practice initiatives based on the needs of young people in relation to mental health issues.
- Plan, implement, and evaluate community awareness, service promotion and mental health literacy programs according to the principles of the **headspace** model.

- Support young people in the **headspace** Queanbeyan Youth Reference Group to participate in community awareness activities and represent headspace in the community
- Participate in activities within the community e.g. schools, youth forums, and interagency networks, to promote **headspace** services and mental health literacy.
- 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 Centre Manager.

## 6. SELECTION CRITERIA

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

### 6.1 Essential

- Approved tertiary qualifications in a related field (such as youth work, social work, community mental health or similar), or working towards such qualification.
- Exceptional interpersonal skills and demonstrated experience working with young people aged 12-25 years who have mental health and/or alcohol and other drug problems.
- Demonstrated experience in undertaking intake and assessment and an understanding of referral pathways.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders such as young people, family members and health professionals from other agencies.
- The ability to plan, implement, deliver and evaluate community awareness projects and mental health literacy programs.
- Current knowledge of local youth, mental health and other community health agencies and networks.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills across the Microsoft Office Suite and highly developed verbal and written communication skills.
- Demonstrated understanding of, and commitment to implementation of, equity and workplace health and safety principles.
- Ability to work both independently and collaboratively as a productive team member.

### 6.2 Desirable

- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system within ACT/NSW and knowledge of relevant legislation.
- Understanding of youth participation principles and a commitment to implement these in accordance with the **headspace** youth participation model.
- Strong problem solving, advocacy and negotiation skills.

### 6.3 Other role requirements:

- Appointment is subject to a current Working with Children Check / Police Check.
- Current driver's license and access to their own vehicle. Mileage is reimbursed by **headspace** Services Limited.
- 6 month probationary period and an Annual Performance Review and Development plan.

- Liaise and work closely with the **headspace** Canberra team and where required provide clinical support to the Canberra site.
- Some flexibility will be required to work after hours including weekend and evening and interstate/intrastate travel may be required
- Approved qualifications and current eligibility to work in Australia

## 7. 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 cognizant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times