

## Position Description

### Youth Lived Experience Advisor - headspace Youth National Reference Group (hYNRG)

|                   |                                 |                    |                  |
|-------------------|---------------------------------|--------------------|------------------|
| <b>Division</b>   | Practice Translation and Impact | <b>Level</b>       | HS1              |
| <b>Reports to</b> | Participation Coordinator       | <b>HPSS Stream</b> | Support Services |

#### about headspace

headspace is Australia's National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year olds.

Each year, headspace helps thousands of young people access vital support through our headspace centres in communities across Australia, our online and phone counselling services, our vocational services, and our presence in schools.

**our vision** An Australia where every young person's mental health and wellbeing are valued and supported.

**our purpose** headspace is expert in the design and delivery of youth mental health services. Our purpose is to strengthen the mental health and wellbeing of all young people by delivering services and programs that respond to their changing, diverse needs.

**the headspace way** At headspace, we have a strong and purpose led culture, guided by our values and the headspace way. Learn more about the headspace way [here](#)

Find out more about headspace, who we are, our services, and our values [here](#)

#### about the role

hYNRG Youth Lived Experience Advisors play a vital role in shaping headspace National's governance, programs, resources and services ensuring they remain responsive to and inclusive of the experiences, priorities and perspectives of young people. Lived Experience Advisors draw on their expertise as young people and mental health service users to inform, advise, and co-create a wide range of initiatives across the organisation.

During their term, Lived Experience Advisors opt into opportunities that align with their interests, experiences, and availability. Opportunities are initiated by headspace and vary in scope, commitment and timing, including:

- Joining a governance committee, advisory group, and / or project team
- Participating in consultations, workshops, and focus groups
- Presenting at conferences, events, or in traditional media
- Advising on staff recruitment and interview panels
- Reviewing and shaping practice guides, resources, or policies
- Contributing to website or social media content



## position context

Participation at headspace means young people and family are involved in shaping and improving our governance, programs, resources and services. They share feedback, ideas, and experiences to make headspace more relevant, inclusive, safe, and accessible.

hYNRG is a key avenue for young people to participate at headspace National. The group comprises of 20 young people from diverse backgrounds, ethnicities, religions, identities and locations across Australia.

Most work undertaken by Lived Experience Advisors is online via Microsoft Teams, email, and phone, with occasional travel for events or meetings. Members are supported with induction, professional development, monthly online meetings, co-reflection discussions, and in-person meetings in Melbourne every six months (where possible), to build confidence, understand systems and share lived experience safely.

hYNRG sits within the Participation & Lived Experience team within the Practice, Translation and Impact division, alongside the First Nations Youth Advisory Council and the National Family Reference Group. Lived Experience Advisors in hYNRG report to a Participation Coordinator and are supported by Youth Facilitators, a Senior Participation Advisor, the Head of Participation & Lived Experience, and Clinical Advisors. They work closely with staff from across the organisation including senior leadership and Executive.

## key responsibilities

Lived Experience Advisors will safely draw on their lived experience, youth perspectives and service user perspectives to share their insights across the following responsibilities:

- Provide feedback, insights and ideas to improve programs, resources, and services.
- Offer advice and input into committees, interview panels, working groups, and project teams.
- Review documentation and communications.
- Collaborate with headspace teams to co-design, co-plan, co-deliver, and / or co-evaluate projects and services.
- Participate in consultations to share perspectives on emerging projects.
- Represent headspace and present at events, forums, and in media.
- Participate in evaluation and feedback processes.
- Attend regular online monthly team meetings, co-reflection sessions, and stream meetings.
- Attend and actively participate in two separate, three-day, in-person meetings in Melbourne, each year.
- Travel for work if needed (domestic or international) with expenses covered by headspace National.
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture and work safely and inclusively with staff from diverse backgrounds
- Do other duties as required by the Participation Coordinator or Head of Participation & Lived Experience.

## selection criteria

The following criteria **must** be met to be considered for this position.

- Be a young person aged between 18-25 years when starting the role (this is a requirement for these roles so that headspace can receive input, perspectives and lived experiences of young people).
- Experience accessing support from a mental health service (e.g. headspace centre or online services, wellbeing supports in an education setting, mental health support from doctor / general practitioner, private counselling, or support from a public mental health service).
- Passionate about youth mental health and committed to working constructively with headspace to improve outcomes for young people.
- Willing to safely share your perspectives, as informed by your lived experience as a young person and mental health service user, with appropriate supports in place.
- Ability to work in a team and participate in group discussions.



- Good interpersonal skills with the ability to work with people from different backgrounds, identities and experiences.
- Good organisational and administrative skills, and the ability to manage and prioritise your workload, and communicate clearly with your manager.

## mandatory licences, registrations and/or compliance certifications

The following criteria **must** be met to be considered for this position.

- Maintain a satisfactory National Criminal History check
- Hold a valid Working with Children Check (WWCC) for their home state/territory.

## our commitments and expectations

At headspace, we are committed to creating safe, inclusive and high-quality programs and services for young people and their families. We strive to create a workplace where everyone feels safe, respected and supported. Everyone at headspace plays a part in upholding the values and principles that guide our work every day.

### First Nations Strategy

headspace is committed to ensuring that our services are culturally safe and responsive to the needs of First Nations young people, their families, communities, and First Nations Staff across all headspace services. We are Accountable to our First Nations Strategy and guided by our Principled Approach - a series of eight principles: **Self Determination, Value, Relationships, Collaboration & Partnership, Cultural Connection & Consultation, The Journey is Important, Allyship and Lead with Integrity**. This work is led by First Nations voices, supported by strong allyship, and shared across all parts of the organisation – from our model of care and workforce to governance and partnerships.

### Child Safety

At headspace, we're committed to creating a safe, inclusive and supportive environment for all children and young people. Everyone at headspace plays a role in ensuring the safety and wellbeing of children and young people is a priority. We take our duty of care seriously, act early to prevent harm and have zero tolerance for child abuse, harm and neglect.

### Diversity and Inclusion

headspace is committed to eliminating all forms of discrimination in its programs and services. headspace celebrates and values all identities, experiences, cultures, abilities, faiths, bodies, sexualities, and gender identities through continuous reflection and ongoing improvement. headspace celebrates and values the diverse and intersectional living experiences of lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQA+) young people, family and communities.

### Quality and Safety Responsibilities

We deliver safe, high-quality services that make a meaningful difference in the lives of young people. Every employee plays a role in supporting safe, inclusive, person-centred care by following policies, raising concerns, and contributing to a culture of continuous improvement. We comply with relevant standards, legislation, and work within our scope to achieve the best outcomes for young people, families and communities.

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| Approved by: |  | Date: |  |
| Agreed by:   |  | Date: |  |

