



**headspace**

National Youth Mental Health Foundation

Level 2, South Tower  
485 La Trobe Street, Melbourne VIC 3000  
Tel +61 3 9027 0100 Fax +61 3 9027 0199  
[headspace.org.au](http://headspace.org.au)

## Position Description

### headspace Family and Friends Reference Group Member

**Location:** National Office - Melbourne

**Department:** Clinical Practice

**Level:** HS1

**Employment Type:** Casual, Maximum Term

**Approved By:** Vikki Ryall

**Date Approved:** August 2017

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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#### 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
- 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

#### 3. POSITION SUMMARY

Participation of family and friends in service delivery is recognised internationally in mental health care as fundamental to ensuring an effective and responsive service system and essential component of quality assurance. The Family and Friends Reference Group is made up of a diverse group of people of varying ages, genders, cultural backgrounds and family types. The Family and

Friends Reference Group will consult with **headspace** National Office and their local centres on a variety of topics and issues, and are involved in a number of local and national projects.

#### 4. POSITION CONTEXT

The role is located within the Clinical Practice team at the **headspace** National Office. The majority of the work for this position will be completed remotely via Facebook, email and phone correspondence, therefore the members of the group will be expected to work independently. The group will also come together annually for a face to face meeting in Melbourne. Family and Friends Reference Group members will report directly to the Youth and Family and Friends Participation Officer. They will also be supported by the Clinical Practice Senior Advisor.

#### 5. KEY RESPONSIBILITIES/OUTCOMES

The Family and Friends Reference Group will consult with **headspace** on a variety of topics and issues, and will be involved in a number of projects. This will include, but is not limited to, the following:

- Providing high level advice on the continuing development of **headspace** services to better engage and work with families and friends.
- Having input into **headspace** strategies and campaigns that target and support family and friends, and to represent these issues in the media where appropriate.
- Providing feedback on family and friends related resources e.g. fact sheets, website.
- Advocating both locally and nationally for improved services to address needs of families and friends, recognising that participation is an essential component of quality improvement.
- With support from **headspace** National and local centres, members may have the opportunity to lead specific projects. We encourage members to develop their own projects where they see a need. Interested members will be required to submit a project proposal; feasibility will be assessed by a panel of **headspace** National employees.
- Involvement in other projects and working groups, i.e. **headspace** forum.
- Other duties consistent with the position where required and/or requested by the Youth and Family and Friends Participation Officer.

#### 6. SELECTION CRITERIA

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

##### 6.1 Essential

- Members must have experience supporting a family member or friend who has accessed **headspace** services.
- Have an interest and passion in youth mental health.
- Possess the ability to work in a team and participate in group discussions as well as working independently.
- Motivation, willingness and commitment to participate and respond to communications on an ongoing basis.
- Willing to talk about youth mental health issues.
- Access to the internet and telephone.

## 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 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