



Where mental wellbeing thrives

Position Description

Service and Community Development Officer

Location:	headspace
Award:	Flourish Australia Enterprise Agreement (2018)
Position Level:	Level 2 (Health Professionals)
Reports to:	Clinical and Operations Manager
Employment Type:	As per Employment Contract

1. POSITION SUMMARY

The **headspace** Service and Community Development Officer will work under the direction of the Clinical & Operations Manager, to provide outreach services to young people in the area.

We are seeking a highly motivated and dynamic person to facilitate excellence in integrated holistic health care, with the goal of improving outcome for clients of the service and the wider community.

The incumbent will work closely and collaboratively with other members of the **headspace** team, ensuring all activities are in accordance with the operational and business model of the service and directions provided by the Manager, and other relevant stakeholders.

headspace Service and Community Development Officers will also be responsible for ensuring clinical and administrative procedures are followed.

2. ORGANISATIONAL INFORMATION

2.1. Flourish Australia

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best, whether that's through help finding a place to live, a job that's fair and rewarding, or more structured services to assist day-to-day living.

Our Vision

To enable full participation within a diverse and inclusive community.

Our Mission

To work in the community with people with a mental health issue or psychosocial disability, their families and carers to provide recovery-orientated supports and resources.

Our Values

- **People focused** – we place the individual person with a mental health issue at the core of everything we do
- **Realisation of hopes and dreams** – we work with people to realise their hopes and dreams as central to their recovery journey
- **Excellence** – we are committed to excellence in everything we do
- **Diversity** – we are inclusive and value the diverse backgrounds of our consumers and staff
- **Partnerships** – we work in partnership with our consumers, other service providers and the community
- **Ethical behavior** – we ensure that our actions are ethical, responsible and professional
- **No wrong door** – we are committed to responding to any request for help either directly or through a direct link to an alternative service

2.2. headspace National

headspace, established in 2006, is making a difference to the lives of thousands of young Australians by:

Giving young Australians the opportunity to seek help early: Thousands of young people have been assisted through our **headspace** centres Australia wide.

Bringing together local health services under the one roof: Reform of local mental health and substance use service systems are being driven by the funding that **headspace** has provided to local communities. Services such as mental health, vocational and alcohol and other drug services come together in our **headspace** centres.

Making it easier for young people and their families to find the information they need: Designed to be youth-friendly and easy to navigate, **headspace's** website is fast becoming the first port of call for people seeking information about youth mental health and wellbeing issues and services within Australia.

Reviewing evidence and interventions to provide Australians with the most up-to-date information on youth health: headspace's Centre of Excellence is undertaking a systematic review of Australian and international evidence on interventions for mental health and substance use disorders in young people aged 12-25 years.

Providing opportunities for young people to have input into the development and delivery of headspace services.

Creating awareness and educating young people about how to get help: A successful ongoing social marketing strategy has resulted in **headspace** having a distinct identity and profile in the Australian community.

Training professionals how to work with young people: Professionals from a variety of settings across different **headspace** communities are provided with training in youth-specific psychosocial assessments and strategies for the effective engagement of young people.

In providing services headspace is:

- **Compassionate** – We are caring, focussed and respectful of others
- **Inclusive** – We value a diversity of opinion and background
- **Responsive** – We are agile, flexible and move rapidly
- **Passionate** – We care about what we do and enjoy what we do
- **Leaders** – We are innovative, thought leaders and valued partners

For more information about headspace, please visit www.headspace.org.au

2.3. About headspace

Flourish Australia has collaborated with the other local services to form **headspace**. **headspace** is based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

The **headspace** mission is to *“promote and facilitate improvements in the mental health, social and emotional wellbeing and economic participation of young people aged 12-25.”*

headspace is a youth friendly centre that provides services across four core streams; primary health care, mental health, alcohol and other drug (AOD), and social/vocational services. The clear intention is to significantly increase the number of young people that are identified and responded to with evidence based interventions, at a much earlier stage.

3. KEY RESPONSIBILITIES/OUTCOMES

Service Delivery

- Increase knowledge of mental health among young people, their friends and families, and the broader community within a multicultural region.
- Develop and support initiatives which encourage a whole of community response to the health needs of young people in the region.
- Encourage local youth involvement in the operations and governance of **headspace**.
- Support the implementation and management of a **headspace** social media and web based presence.
- Increase awareness of **headspace** services by organising and attending expos, public forums and events, multi-agency working groups, etc.
- Strengthen the **headspace** brand and reinforce **headspace** messaging.
- Reduce stigma and discrimination associated with seeking help for mental health, alcohol or other drug problems.
- Develop sustainable relationships with other service providers including organisations that provide multicultural supports and services.
- Create partnerships with local organisations and members of the community.
- Encourage early help seeking.
- Represent **headspace** on various working groups and forums.
- Deliver relevant training and education sessions on topics relevant to mental health for young people, such as bullying, peer pressure, alcohol and other drug use, and youth culture.
- Develop close partnerships with schools and other referrals sources such as youth organisations, sports clubs, and other local agencies.
- Actively assist in progressing the growth and development of the service, in line with the Strategic Plan and client demand.
- Provide regular reports to the Clinical and Operations Manager, on service delivery and other key initiatives.
- Ensure compliance with timeframes and proactively manage workload and work duties.
- Assist with continuous quality improvement activities within the Flourish Australia and **headspace** quality assurance frameworks.
- Respond to any complaints in line with the Flourish Australia Grievance and Complaints Policy and Procedure.
- Work collaboratively with private practitioners and staff from consortium partner organisations to ensure the integrity of the **headspace** model and the delivery of best-practice support to young people.

Professional Responsibilities and Development

- Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to mental health services for young people.
- Participate in Flourish Australia and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.

- Represent Flourish Australia and **headspace** at events, conferences and seminars.

Workplace Health & Safety (WHS)

- Assist to ensure a safe workspace and safe working practices by attending orientation and refresher training in relation to WHS policies and procedures, assist with regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.
- As an employee work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Flourish Australia WHS policies and procedures.
- Comply with all legal, professional, financial, and employment obligations and comply with Flourish Australia policies and procedure.

4. SELECTION CRITERIA

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

Essential:

SC1. Qualifications:

- Possession of qualifications in Human Services or any of the social sciences.
- Alternatively, professional qualifications in project management, human resources, and/ or community engagement in combination with extensive experience in a similar role.

SC2. Experience:

- Experience in youth health and/or mental health.
- Demonstrated experience in community engagement, health promotion, public health behavioural/social sciences, communications, marketing education or youth work.
- Demonstrated capacity to build effective relationships with service providers from other agencies.
- Experience in the provision of education and training to groups of service providers, families and young people.

SC3. Knowledge:

- Able to demonstrate an in depth knowledge of recovery focused practice.
- Have a clear understanding and/or knowledge of the concept and impact of mental health in the community.

SC4. Team work:

- Able to demonstrate the importance of and have a clear and strong understanding of the value of team work.

- Have excellent interpersonal and communication skills and an ability to impart knowledge in a learning environment.

SC5. Professionalism:

- Able to demonstrate a flexible approach to service delivery.
- A current driver's licence.
- Effective planning, problem solving, organisation and prioritisation skills.
- Excellent computer skills, including website management, social media, Adobe or other publishing software.

Desirable:

- Experience in writing grant applications and applying for funding from external sources.
- Experience of working with Culturally and Linguistically Diverse and LGBTI young people.

5. JOB COMPLEXITY, SKILLS, KNOWLEDGE

5.1 Level of Supervision/Independence

- The position operates under direction from the Manager, .
- Individuals will have access to regular reflective practice sessions.

5.2 Problem Solving and Judgement/Risk

- Provide input regarding the implementation and delivery of the **headspace** service.
- Will select methods and techniques based on sound judgement.
- Will contribute to the implementation of policies and programs.
- Will be able to contribute to the formulation, implementation, monitoring and evaluation of projects and programs.
- Advice is available on complex or unusual matters.

5.3 Professional and Organisational Knowledge

- Successful applicants will have some knowledge of mental health issues and how they affect the lives of young people.
- Knowledge of relevant statutory requirements.
- Extensive knowledge of community engagement and strategic partnerships across various organisations and Government departments.

5.4 Breadth of the position

- May be involved in the initiation and formulation of projects specific to needs of the local area, and in the identification of current and future options.
- May be required to contribute to the development and implementation of work practices and procedures relevant to the **headspace** team.

6. 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.

This position requires the preferred applicant to undergo a Working with Children and National Criminal Records Check.

7. AGREEMENT

I, _____, have read and understand my obligations as the **headspace** Service and Community Development Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

headspace Service and Community Development Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.