

## Position Description headspace Vocational Coordinator

*"Where mental wellbeing thrives"*

### Position Details

<b>Position Title:</b>	<b>headspace</b> Vocational Coordinator
<b>Position Level:</b>	Level 4 (SCHCADS)
<b>Agreement:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with letter of offer
<b>Hours of Work:</b>	In accordance with letter of offer

### Position Summary

The objective of the Individual Placement Support (IPS) program is to improve the educational and employment outcomes of young people with mental health concerns, up to the age of 25, who are at risk of disengaging from education and employment. The headspace Vocational Coordinator assists the Clinical and Operations Manager to implement the Individual Placement and Support (IPS) program within the **headspace** centre.

The **headspace** Vocational Coordinator works intensively with young people experiencing a range of mental health issues to support them to achieve their vocational and/or education goals. This will involve assertive outreach work combined with excellent youth engagement skills to ensure young people are well supported and are linked to suitable employment opportunities.

The **headspace** Vocational Coordinator will provide vocational leadership to other **headspace** Vocational Specialists and clinical staff within their centre and actively develop partnerships with a wide range of external organisations to enhance vocational outcomes for young people. This will include extensive contact with employers, training providers, educational institutions, community service organisations and other health professionals.

The headspace Vocational Coordinator will also be required to present information about young people's vocational support at clinical meetings and provide professional development workshops to promote the vocational recovery program both internally and outside of the **headspace** service.

### About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting people to thrive and live a contributing life.

#### Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

#### Purpose

Our purpose is supporting people to flourish, believe in their future and their place in the community.

#### Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

### About headspace

**headspace** is an early intervention and prevention mental health service 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) across

four core streams of service: mental health; alcohol and other drugs; physical health; and social recovery/vocational services. The shared principles of a person-centered, community orientated and youth-friendly 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.” 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.

For more information about **headspace**, please visit [www.headspace.org.au](http://www.headspace.org.au)

## Relationships and Authority

Reports to: Clinical and Operations Manager

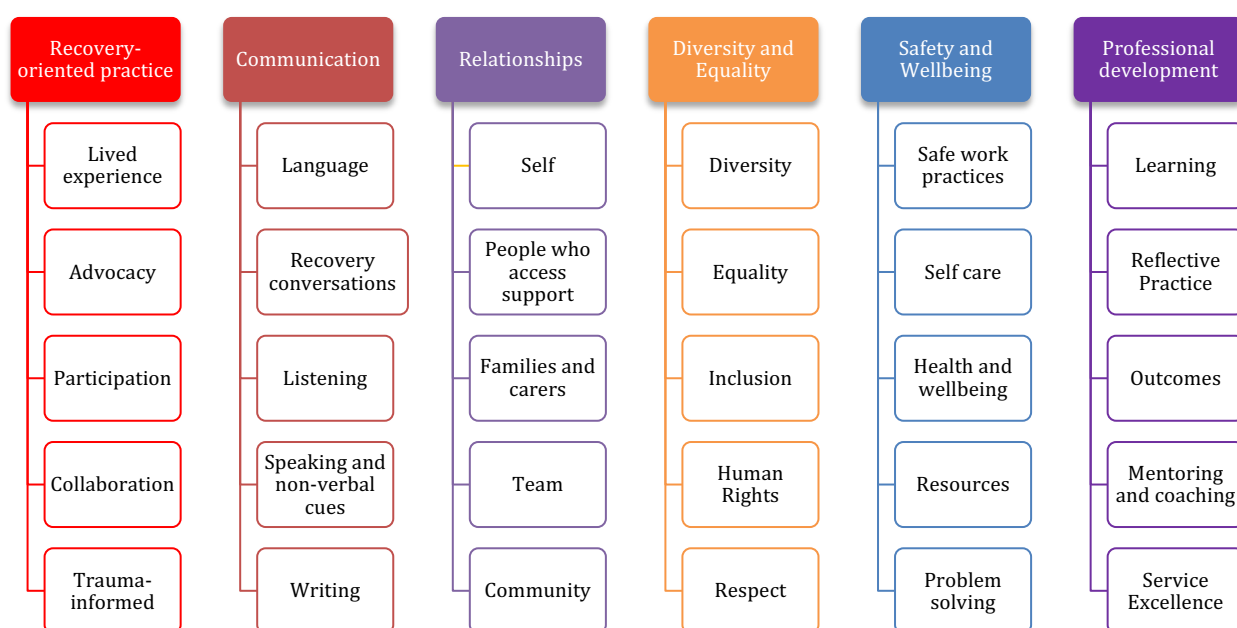
Direct reports: **headspace** Vocational Specialists

## Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Complete all mandatory training.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

## Key capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia’s Capability Framework (below).



## Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

### Physical demands/frequency

Position demand	Frequency	Comments
Standing	Occasionally	May be required.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Rarely	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"><li>Hand/arm</li><li>Foot/leg</li></ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, as well as for administrative tasks.
Reaching (overhead)	Rarely	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is an activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"><li>2kg-5kg</li><li>5kg-10kg</li><li>10kg-15kg</li><li>&gt;15kg</li></ul>	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small.

### Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Rarely	e.g., episodic or grief situations
Working with people who may have experienced trauma	Occasionally	e.g., child abuse, history of violence
Exposure to distressing situations	Rarely	e.g., self-harm, death
Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations.

## Key Tasks and Responsibilities

### Service Delivery

- Deliver the Individual Placement and Support (IPS) vocational program outcomes within the headspace centre, working in collaboration with the Vocational Specialists, multidisciplinary team, families and employers.
- Work with a minimum caseload of 15 young people from the headspace service who require assistance to enter into, or return to, employment and/or education by assessing and implementing their individual support needs.
- Provide assistance with employment benefits, travel or support networks both internal and external to headspace.
- Develop and monitor individual plans for all young people that set realistic goals and plan strategies, to overcome identified barriers to engage in employment and/or education.
- Provide assistance to young people with job searching, job applications and interview preparation.
- Liaise with local employment/education service providers, or accompany young people to interviews where appropriate.
- Provide support and education to employers and trainers, in consultation with the young person in how to best meet their needs.
- Negotiate modifications to work or study conditions, developing transition plans and maintain ongoing contact.
- Conduct weekly Individual Placement and Support reviews of young people's situations and identify strategies and ideas to help with employment goals.
- In conjunction with the Clinical and Operations Manager, recruit, train and assess Vocational Specialists.

### Governance

- Complete IPS and vocational recovery training as directed.
- Complete IPS and funding body reporting requirements.

- Monitor and record vocational outcomes and complete all relevant reports as directed.
- Ensure each Vocational Specialist understands the importance of engagement, vocational planning, job development, follow-along support and the maintenance of accurate records.
- Monitor percentage of time each Vocational Specialist spends in the community and the quality and frequency of their employer contacts.
- Conduct vocational file reviews to ensure all necessary information is complete.
- Provide feedback on the progress of young people to all relevant stakeholders including families.
- Help identify and implement quality improvement initiatives to enhance the IPS Youth Program against the ANZ Supported Employment Fidelity Scale.
- Assist with the coordination of external fidelity reviews.

### **Professional Responsibility and Development**

- Work closely with the Vocational Specialists and the multidisciplinary team at the headspace centre to provide integrated and holistic care to young people, including active participation in clinical review meetings and other meetings to promote the vocational program to clinical staff.
- Liaise in a timely manner with team members and agencies including Centrelink.
- Develop and maintain strong partnerships with external organisations that increase access to vocational opportunities and employers for young people.
- Attend networking meetings and appointments with employers, community service organisations and education providers to create job opportunities for young people.
- Participate in staff meetings, planning forums and other professional development opportunities as required.

### **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.

### **Required Skills and Personal Attributes**

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- Model and actively promote a culture that strives for and values continuous quality improvement.
- Demonstrate perseverance in achieving objectives and cope effectively with setbacks and problems.
- Take responsibility for actions and proactively implements work plan and addresses issues.
- Have excellent interpersonal skills and the ability to influence staff at all levels.
- Able to manage diverse workload and meet competing deadlines.
- Identify continuous quality improvement opportunities and act upon when/where relevant.
- Work within a team environment and help others within the vocational team to achieve team objectives.
- Able to work proactively in an autonomous manner and in a team environment.
- Be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- Commit to the prevention and detection of fraud.
- Be committed to professional and ethical conduct.

### **Key Selection Criteria**

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*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

#### **Essential:**

1. Demonstrated experience in employment services, vocational rehabilitation, career development or a related field.

2. Tertiary qualifications in training and assessment, employment services, or psychosocial support.
3. Extensive knowledge of issues that impact young people with mental health issues when accessing employment and/or educational opportunities.
4. Able to demonstrate an emerging knowledge of recovery focused and family inclusive practice.
5. Proven ability to meet program achievables within agreed timeframes.
6. Excellent written and verbal communication skills.
7. Highly developed interpersonal and organisational skills with the ability to effectively manage competing demands.
8. Proof of customer service experience with demonstrable facilitation, presentation, mentoring and training skills.
9. Ability to fully use Microsoft Office Suite and the client information management system.
10. Extensive knowledge of the employment services sector, Centrelink and other state and federal employment initiatives that impact young people.
11. Current Australian Driver's Licence.

*Desirable:*

1. A personal lived experience of a mental health issue.
2. Knowledge of the local area and its health services and other community services.
3. An understanding of the Individual Placement and Support model.

All appointments are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities check in QLD).

**Agreement**

I, \_\_\_\_\_, have read and understand my obligations as a **headspace** Vocational Coordinator 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 Vocational Coordinator**

Name		
Signature		Date:

***Nb: A signed copy of this position description must be returned to the People and Culture team.***