

headspace Community Engagement Officer

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The headspace Community Engagement Officer's role is to engage with the community and promote the services of the headspace Echuca. This promotion includes, and help young people to get early access to health and other services. This includes young people who have or may be at risk of developing a mental health and/or substance use disorder or have economic and social recovery needs.

They will do this by ensuring that accessible information is provided to young people, their families and the local community to increase the capacity of young people and their community to connect with appropriate health and wellbeing supports at the time they are needed. They will also assist warm referral pathways, provide soft entry engagement to headspace services, and support intake and triage processes that encourage early help seeking behaviors.

The Community Engagement Officer will increase community awareness of mental health issues among young people, facilitate youth and family participation, organize and deliver health promoting activities, community events and co-facilitate group programs.

The Community Engagement Officer will work as part of a multidisciplinary team and will be an experienced professional with considerable knowledge and experience in community engagement and youth advocacy. They will work collaboratively with all staff located at the headspace centre to help ensure the centre delivers youth-focused services to young people. To find out more about headspace visit the headspace National website headspace.org.au

| Position Details | |
|-----------------------------------|---|
| Position Title: | headspace Community Engagement Officer |
| Department | headspace |
| Reports to: | headspace Community Engagement Team Leader |
| Positions Reporting to this role: | Youth Reference Group Family Reference Group |
| FTE | Casual |
| Enterprise Agreement: | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2026 |
| Position Classification: | Community Development Worker Class 2A |

Key Accountabilities

Community engagement

- Undertake activities that encourage engagement of young people who may be experiencing particular disadvantage, discrimination or vulnerability e.g Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse (CALD)

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young people, sexuality and gender diverse (LGBTIQA+) young people, young people living with a mental illness or disability.

- Work closely with the Community Engagement Team Lead and centre staff to ensure that the impact of any campaign/event is addressed at the planning stages so that clinical staff are available to manage increased referrals and that health promotion messages and activities are consistent and evidence-based.
- Maintain the service's web page and social media channels. Utilise social media to develop opportunities for youth engagement and service promotion.
- Produce documents and promotional material of a professional standard that comply with headspace National branding policy, suitable for external communication to a variety of target audiences.
- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress headspace and the centre toward its objectives.
- Represent headspace to various agencies and professional networks, the local community and young people.

Youth and family participation

- Supervise and support young people to be involved in the Youth Reference Group and the Family Reference Group, and develop other mechanisms to engage young people and family with the work of headspace.
- Assist in the implementation of a participation strategy to actively involve young people and their family in headspace Echuca.
- Work closely with the headspace Echuca Manager and the team to ensure that the views and feedback of young people and families are integrated into service planning and service delivery.

General

- Keep up to date with relevant youth sector trends, gaps and information.
- Participate in headspace National Community Awareness campaigns, meetings, forums and attend relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

Selection Criteria

Essential:

Minimum Certificate IV in Youth Work, Welfare Work

Demonstrated experience working with young people.

Demonstrated experience coordinating and facilitating youth programs, events, group programs and activities within a community setting and within an allocated budget.

Experience and expertise with social media as a promotion and communication tool.

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Sound verbal and written communication skills with exceptional ability to engage a varied audience

Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islanders and LGBTIQ

Satisfactory evidence of: National police check, Working with Children's Check and Vaccination status in line with policy and procedure at this time.

Organisational Responsibilities

Positively promote ERH and headspace within and externally to the organisation

Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct

Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position

Comply with relevant registration bodies mandatory continuing professional development requirements

Carry out all work and interactions in alignment with the CARE values





Report all incidents and near misses as soon as possible after the event

Participate in risk management activities and assist with identification and control of risks within their department or area of work

Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:

| | |
|--|---|
| Collaboration  | <p>Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals</p> |
| Accountability  | <p>Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them</p> |
| Respect  | <p>Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience</p> |
| Excellence  | <p>Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do</p> |

Key Relationships

| Internal | External |
|--------------------------------------|---|
| headspace Echuca and collocated team | Young people, their family and friends that |





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| | |
|---|---|
| members | access the Centre |
| headspace Youth Reference Group members | Local youth, health, community services and education providers |
| Consortium partner organisations | |

Leadership Capabilities

The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.

✓ **PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL**

| Category | Descriptors | Foundation | Proficient | Advanced | Highly Advanced |
|--|-------------------------------------|------------|------------|----------|-----------------|
| Collaboration  | Inspires direction & purpose | ✓ | | | |
| | Turns challenges into opportunities | | ✓ | | |
| | Communicates effectively | | ✓ | | |
| | Builds relationships | | ✓ | | |
| | Works collaboratively | | ✓ | | |
| Accountability  | Acts with integrity | ✓ | | | |
| | Demonstrates accountability | | ✓ | | |
| | Drives accountability | ✓ | | | |
| | Manages self | | ✓ | | |
| | Promotes innovation | ✓ | | | |
| Respect  | Accessible communicator | | ✓ | | |
| | Values difference | | ✓ | | |
| | Consistently articulates direction | ✓ | | | |
| | Empowers others | ✓ | | | |
| | Respectfully influences | ✓ | | | |
| Excellence  | Delivers results | ✓ | | | |
| | Plans and prioritises | | ✓ | | |
| | Thinks and solves problems | ✓ | | | |
| | Consumer focus | | ✓ | | |
| | Innovation change leader | ✓ | | | |

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in

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accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File