

Job Description

QF-37-HR v1



headspace

National Youth Mental Health Foundation

Job Title:	Community Engagement Officer	Reports To:	headspace Manager
Department/Group:	headspace	Job Code/ Req #:	NA
Location:	Armadale	Hours of Work:	37.5
Level/Salary Range:	Negotiable	Position Type:	Full Time
HR Contact:	Issa Mahmoud	Date posted:	03/07/2020
Will Train Applicant(s):		Posting Expires:	30/07/2020

Applications Accepted By:

FAX OR E-MAIL:

(08) 9458 8733 or 9393 0300

Attention: Annette Chivers - Manager

MAIL:

Annette Chivers
Manager headspace
40 Fourth Rd
Armadale WA 6112
(PO Box 350 Armadale WA 6992)

Job Description

INTRODUCTION

Organisational Context

Arche Health is a not for profit primary health care organisation, responsible for supporting better coordination between primary health care services, identifying gaps in service delivery and for supporting improvements in the way primary care is delivered. For more information about the organization, please visit our website www.archehealth.com.au.

Arche Health is the lead agency for headspace Armadale.

Organisational Goals

- ✓ Improve the young person's journey through the development of integrated and coordinated services;
- ✓ Provide support to clinicians and service providers in our region to improve client care;
- ✓ Identify the local health needs within our region and develop locally focused and responsive services;
- ✓ Facilitate the implementation and successful performance of primary healthcare initiatives and programs;
- ✓ Be efficient and accountable
- ✓ Arche Health has been funded by the WA Primary Health Alliance until June 2021, to establish and operate the headspace Centre in Armadale. headspace is delivered under a partnership model with all members committed to improving 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.

headspace Armadale Centre Vision:

For every young person accessing headspace Armadale, to receive effective mental health support and intervention so that they have a sense of meaning, belonging, hope and a positive future direction

headspace Armadale Centre Mission:

To establish a youth led headspace centre, with a reputation for leading youth mental advocacy and innovation

headspace Armadale Centre Goals:

To be a central contact point in the region for issues relating to youth mental health

- To listen to and advocate for sustainable solutions to the issues faced by young people.
- To support the development of a regional community in which mental well-being is the norm.

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Arche Health Ltd (ABN 82 061 656 577)

Position Summary

The Community Engagement Officer is a pivotal role within the multi-disciplinary team of headspace Armadale and works closely with the Manager. The role is crucial to:

- Increase awareness in the community about headspace services, mental health literacy, and effective help seeking;
- Develop partnerships with local agencies, community groups, and sector networks to obtain better outcomes for youth mental health;
- Work with key stakeholders to increase access to appropriate services for young people in Indigenous, CaLD, LGBTIQ+ communities;
- Developing psychoeducation and training options for young people and workers – to build capacity;
- Facilitate the Youth Reference Group and other activities to promote young people's participation in headspace Armadale

This is a full-time position and an attractive salary will be offered to the successful applicant dependent on skills/experience and includes access to salary packaging at full ATO Health Promotion Charity exemption and superannuation at 9.5%.

Primary Duties

Community Awareness

- Work with headspace Armadale Manager to develop a Community Awareness Plan – which aims to increase awareness of headspace Armadale services and encourage mental health literacy and help seeking;
- Take a lead role in community awareness activities of headspace Armadale, including:
 - Representing headspace Armadale at external events and expos;
 - Maintaining the facebook page and website;
 - Supporting promotional events at headspace Armadale.

Community capacity building

- Build and maintain a sound knowledge of the operations of headspace National and headspace Armadale to assist work with external services;
- Work with key stakeholders on activities which improve youth mental health outcomes, and which also:
 - Meet headspace Armadale goals, and
 - Support integration between services;
- Work with key stakeholders to increase access for diverse young people to headspace and appropriate mental health and wellbeing services.

Priority populations include:

- Aboriginal and Torres Strait Islander
 - Culturally and Linguistically Diverse (CaLD)
 - Lesbian, Gay, Bi, Trans*, Intersex, Queer (LGBTIQ+)
 - at risk of homelessness;
- Work with manager to develop a training strategy to build skills in early intervention and help seeking – for both young people and services.
- In line with this:
- Provide Info and psychoeducation for young people in priority settings (eg schools, youth services);
 - Identify training and supervision options for workers.

Youth and Carer (family and friends) Participation

- Facilitate the Youth Reference Group, targeted youth consultations, and other activities to increase participation of young people at headspace Armadale;
- Support the development of information sessions and resources, targeted consultations, and other activities for families and friends of headspace Armadale clients.

- Work with manager to develop a strategy to continue to build participation in headspace Armadale of young people, and family and friends;

Service improvement

- Build knowledge of the broader sectors and context in which headspace Armadale operates to assist in service improvement and strategic planning.

Capabilities & Behaviours

Knowledge & Skills

- Keeps up to date with industry developments including changes to legislation and technology
- Applies knowledge to assess situations accurately to determine appropriate action
- Plans and prioritises work to deliver measurable and timely results.
- Works to develop additional knowledge and skills
- Demonstrates an understanding of organisational policies and processes and implements them appropriately

Integration

- Works with others in the development of strategies and service delivery
- Actively seeks to engage others to work towards common objectives
- Seeks to understand the impact of decisions on all internal and external stakeholders
- Embraces cultural diversity ensuring that interactions and service delivery are aligned to cultural needs

Accountability

- Demonstrates willingness to undertake assigned work
- Demonstrates a willingness to accept changing role requirements as the workplace environment evolves
- Demonstrates willingness to accept direction and feedback from senior management
- Holds self-accountable for measurable, high quality and timely results
- Accepts responsibility for their own actions
- Complies with established policies and processes
- Embraces and displays the corporate values and mission

Communication

- Uses various styles of communication to ensure that information being delivered is tailored to the audience
- Ensures that communication is factual, accurate and presented in a clear and concise manner
- Communicates with others in an open and appropriate manner to build positive relationships
- Asks others for their opinions and feedback

Selection Criteria

Essential

1. Possession of tertiary qualifications in a relevant discipline or relevant experience
2. Experience working with young people in a health, community or clinical setting
3. Able to actively and assertively engage young people from diverse backgrounds
4. Ability to relate to and engage health professionals, and to work as part of a multi-disciplinary team as well as independently
5. Effective communication, problem solving and negotiation skills
6. Ability to adapt to changes in the work environment, manage competing demands and meet deadlines
7. Strong administration, organisational and time management skills
8. Competent computing skills including word processing, data entry and email
9. High level of oral and written communication skills, including the ability to communicate effectively with clients, GPs and other health professionals
10. Police clearance and current working with children check

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Desirable

1. Passion for working with young people
2. High level community engagement skills including planning, developing information campaigns/briefings, consultation, and partnership development.
3. Experience in delivering community development projects/ programs or services.
4. Understanding of contemporary youth participation models and experience in the implementation of youth engagement strategies
5. Demonstrated experience in the establishment of youth reference groups, peer support or mentoring programmes.
6. Significant experience in community engagement with culturally diverse groups – including Indigenous, CaLD, and/or LGBTIQ communities
7. Knowledge and understanding of the health and welfare issues affecting young people and families.
8. Exceptional interpersonal skills and an ability to work with a broad range of people from a variety of backgrounds and experiences.
9. Developed organisational, administrative and project management skills.
10. Experience in the use of social media and electronic technologies to support community engagement
11. Clear and concise written and verbal communication skills.
12. Self motivation and direction with high level of autonomy.
13. Ability to work both independently and collaboratively within a team.
14. Computer literacy particularly in the effective use of Microsoft office and related programs.

Only applicants who meet the selection criteria need apply. For further information regarding the position please contact Issa Mahmoud on 08 9458 0552.

Please forward applications with a copy of your CV, response against selection criteria and the names of two recent referees to careers@archehealth.com.au.

Reviewed By:	Issa Mahmoud	Date:	July 3, 2020
Last Updated By:	Annette Chivers	Date/Time:	July 3, 2020