



## Position Description

# Youth & Family Engagement Officer

PD0103



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<b>Program:</b>	headspace Grafton
<b>Location:</b>	59 Duke Street, Grafton
<b>Award:</b>	Health Professionals & Support Services Award 2020
<b>Classification:</b>	Health Professional Level 2
<b>Reports to:</b>	Centre Manager
<b>Direct employer:</b>	Health Voyage Ltd

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**OUR VISION:** *Healthier people. Stronger communities.*

**OUR MISSION:** *To provide equal access to safe, quality health care services and improve the physical, mental, and social wellbeing of vulnerable individuals in our community.*

**OUR VALUES:** *Ethical Integrity Respect Diversity Compassion*

*Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.*

## ORGANISATION AND PROGRAM SUMMARY

### Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour,
- headspace Grafton, and
- the Mental Health Nursing Services Program for the North Coast.

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

### headspace Grafton

headspace Grafton is a program of Health Voyage. headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing ([www.headspace.org.au](http://www.headspace.org.au)). This is achieved through the Federal Government's funding of headspace services throughout Australia via the Primary Health Network. These Centres provide an entry point for young people to access a broad range of (well-integrated) services.

headspace Grafton aims to:

- promote early identification and effective, evidence-based interventions
- improved access to mental health services, and
- specialist providers and primary health care working together within an accessible and integrated service framework.

## POSITION SUMMARY

The Youth & Family Engagement Officer will provide services and support on discrete projects to assist with the promotion of, and support the delivery of, the services of headspace Grafton and help young people to seek/get early access to health and other services.

The Youth & Family 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-focussed services to young people.

## KEY RESPONSIBILITIES

- Design, coordinate, deliver and evaluate specified events for target groups to increase the profile of headspace Grafton and deliver key messages (e.g., mental health literacy, reduced stigma, anti-discrimination, early help seeking). This includes, but may not be limited to; Summer holiday grant funded activities, Naidoc funded activities, headspace Day
- Work closely with clinical staff to ensure that they are involved/consulted during the development of proposed activities, events and campaigns so that potential clinical risks can be assessed, and practices put in place to mitigate these.
- Maintain the service's webpages and social media channels and utilise social media to develop opportunities for youth and family engagement and service promotion in line with Health Voyage's social media policy. Provide reporting on social media engagement.
- Work with headspace Grafton clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidence based.
- Recruit, train, supervise and support young people to be involved in the headspace centre Youth Reference Group and develop further mechanisms to engage young people with the work of headspace.
- Work closely with the headspace centre team to ensure that the views of young people and families and friends are integrated into service planning and service delivery.
- Prepare a suite of templates and guides for use in applying for grant funding, and developing activities and events, such as project plans, run sheets, risk assessment frameworks, budget templates, evaluation templates and marketing options. Ensure that any KPIs set by the Primary Health Network or other common funding bodies are included in the guides.
- Maintain an awareness of the hMIF requirements and ensure that suitable records are kept for presentation at each accreditation cycle.
- Preparation of monthly and quarterly reports as required
- Keep up to date with relevant youth sector trends and service gaps and advise Centre Manager and Clinical Lead accordingly
- Maintain records relating to engagement and youth and family participation activities that you are responsible for, such as engagement strategies, database logs of community engagement activities, registers of stakeholder information, meeting minutes and record of training and guidance delivered to youth reference group members.
- Other duties consistent with the position where required and/or requested by management from time to time.

## RELATIONSHIPS

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<b>Reports to:</b>	Centre Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None
<b>Accountable to:</b>	Health Voyage CEO and Governance Board
<b>Internal Relationships:</b>	headspace Grafton Centre Staff and Contractors

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Health Voyage Staff and Contractors  
Youth Advisers/ Reference Group Members.

**External Relationships:** Healthy North Coast  
headspace National Office Staff  
Staff from other headspace centres  
Consortium partner organisations and staff  
Co-located partner organisations  
Local youth, health and community service providers and staff  
Government departments, ministers and staff  
Young people and their family and friends that access the Centre  
Other external partners, vendors, providers and key stakeholders.

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## SELECTION CRITERIA

### Essential

1. A tertiary qualification in a relevant discipline **and/or** experience in community development, health promotion, public health, social sciences, or education
2. Demonstrated experience working with young people with mental health, alcohol and other drug, and other social issues, and their families.
3. Demonstrated experience coordinating and facilitating youth and family programs, events and activities within a community setting, and within an allocated budget.
4. Strong experience and expertise with social media as a communication tool.
5. Demonstrated ability to develop, risk-assess, implement and evaluate community awareness programs.
6. Demonstrated ability to establish and maintain sector networks
7. Exceptional ability to engage and communicate to groups of people, tailoring communication to suit a specific target group or age range.
8. 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, LGBTIQ (lesbian, gay, bisexual, transgender, intersex or questioning) and young people who are regionally located.
9. Broad knowledge of the range of services available to young people in the local government, health, education, employment and youth sectors.
10. Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.

### Desirable

1. Experience in the not for profit/non-government sector.
2. Experience in the mental health sector.

### Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

### Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Approaches tasks with a positive attitude.
- A positive attitude towards young people and their mental health.
- Self-motivated and demonstrates initiative.
- Ability to think creatively and develop innovative solutions to problems.

## WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the headspace vision and objectives and demonstrate the values of headspace.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence.
- Maintain eligibility to work in Australia.
- Participate in a 6-month probationary period, with continuing employment subject to satisfactory performance.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

## OTHER INFORMATION

**Fringe Benefits:** Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Ltd is a Registered Charity

**Superannuation:** Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.

**Leave:** Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)  
Sick Leave as per the National Employment Standards (not applicable for casual employment)

**Public Holidays:** All official National and NSW Public Holidays that occur on regular days of work

**Position status:** This position is reliant upon continuing grant funding

**Please note:**

**It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.**

**Health Voyage regards the health, safety and wellbeing of our people, our contractors and our communities to be our highest priority, which is why we require all employees to have received at least two doses of an approved COVID-19 vaccine or have an approved medical contraindication form.**

*Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.*

**Approved by:**

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Tazmyn Jewell, Chief Executive Officer, Health Voyage

**Date approved:**

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May 2024

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