



## Position Description

### Work & Study Vocational Specialist



<b>Program:</b>	Work & Study (headspace Grafton)
<b>Location:</b>	59 Duke Street, Grafton
<b>Award:</b>	Health Professionals & Support Services Award
<b>Classification:</b>	Support Services Level 5
<b>Reports to:</b>	Work & Study Supervisor/Senior Vocational Specialist
<b>Direct employer:</b>	Health Voyage Ltd

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

**OUR MISSION:** *We provide safe, inclusive, high quality health care and strive for health equity in our community. Empowerment is at the heart of what we do.*

**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

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.

*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, LGBTIQA+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.*

### 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 Healthy North

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

(headspace Coffs Harbour, headspace Grafton and Coffs Harbour Women's Health Centre are programs of Health Voyage Ltd. ABN 73 738 289 843)

Coast (HNC). 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**

headspace Grafton has been selected to deliver the Individual Placement and Support Program under the Disability, Mental Health and Carers Program. The Australian Governments Individual Placement and Support (IPS) Program will provide vocational assistance for young people with mental illness up to the age of 25 years at 14 headspace sites nationally. Under this 'Work & Study' Program vocational and employment support will be provided in conjunction with clinical and non-vocational assistance. The objective of the IPS Program is to help improve the educational and employment outcomes of young people with mental illness. The results of the IPS Program will be used to inform future policy for the delivery of appropriate and targeted vocational assistance for young people experiencing mental health issues.

This position will provide:

- Vocational support to young people participating in the IPS Youth Program.
- Coordinate the activities and collate the necessary data pertaining to external fidelity reviews.
- Play a critical role in the provision of IPS services within headspace Grafton
- work as part of the headspace Grafton multidisciplinary team and with external stakeholders to assist young people to transition into employment and provide ongoing mentoring and post placement support.

**KEY RESPONSIBILITIES**

**Project Support:**

- Ensure compliance with the IPS/W&S Practice Principles and the Fidelity Framework and work with the Supervisor/Senior Vocational Specialist to ensure that the service achieves and maintains good-exemplary fidelity to the IPS model
- Participate in the review of operational plans, strategies, policies and systems that are aligned to the strategic goals of the W&S program.

**Functional/Operational:**

- Take referrals from headspace staff and service partners and manage a caseload of young people experiencing mental health issues who require supported transition into employment.
- Deliver the W&S model of vocational assistance to young people (aged up to 25 years) with mental illness.
- liaise with clinical teams, families and employers in an ongoing and professional manner to achieve positive outcomes for young people.
- Support young people to identify, find and keep competitive employment consistent with their interests, capabilities and vocational goals
- Develop care plans that are inclusive of and work alongside other employment service providers.

- Develop employment transition plans for individuals that address barriers to accessing and maintaining employment consistent with the individual's interests, skills, experience and capabilities.
- Maintain data collection and record keeping in line with program and organisational standards.
- Attend internal and external meetings as required
- Ensure adherence with all mandatory headspace and IPS/W&S training

### Stakeholder Engagement:

- Develop and maintain strong networks and communication pathways with service providers, including mental health and vocational service providers and prospective employers.
- Actively communicate, and share knowledge, with other headspace team members to ensure quality services.
- Effectively market the W&S program to internal and external stakeholders and develop referral pathways across the youth sector.

### Quality

- Participate in the development, implementation and review of quality improvement initiatives.
- Promote evidence based practice and processes and the use of process and outcome measurement.
- Ensure services meet the W&S Fidelity model and accurate information is provided during the evaluation of the services.
- Actively participate in the design and implementation of the evaluation.

### Youth Participation and Family and Friends Participation

- Ensure young people are active participants in their own care and family and friends are appropriately engaged and supported in planning and delivery through family inclusive practices.
- Consider and provide meaningful opportunities for family inclusive practice by engaging, orientating and supporting family and friends of young people seeking and/or receiving care from the headspace service.
- Ensure young people and family and friends are encouraged and supported to provide feedback (complaints, compliments, suggestions, concerns etc) to the headspace service, including directing them to the multiple ways in which such feedback may be delivered and willingness to receive and document the feedback.
- Engage young people, their family and friends in a respectful, friendly and supportive manner.
- Demonstrate a strength based approach when working with and speaking about young people and their family and friends.
- Assist young people, their family and friends to access the service; navigate the system and experience an integrated and seamless service platform.

### Quality and Safety Commitment

All Health Voyage employees are expected to actively contribute to a safe, high-quality and continuously improving workplace. This includes:

- Complying with relevant standards, guidelines, and organisational policies
- Participating in safety and quality improvement activities
- Supporting a culture of safety, quality, accountability and continuous learning
- Identifying and reporting risks or areas for improvement
- Partnering with clients in the provision of care

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- Ensuring services are delivered in a way that promotes safety and quality, dignity, respect and positive outcomes for clients

## RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace Grafton and Health Voyage to the public, community, government and other organisations.

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**Reports to:** Work & Study Supervisor/Senior Vocational Specialist

**Direct Reports:** None

**Indirect Reports:** None

**Accountable to:** Health Voyage CEO and Governance Board

**Internal** headspace Grafton Centre Staff and Contractors

**Relationships:** Health Voyage Staff and Contractors

Youth Advisers/ Reference Group Members

**External** Healthy North Coast Staff

**Relationships:** headspace National Office Staff

Work & Study

Department of Social Services

Fidelity Review (University of Melbourne)

Consortium partner organisations and staff

Co-located partner organisations

Local youth, health and community service providers and staff

Government departments, local members, ministers and staff

Young people and their family and friends that access the Centre

Other headspace Centres' Staff

Other external partners, vendors, providers and key stakeholders

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## SELECTION CRITERIA

### Essential

1. A tertiary qualification in a relevant field such as education, vocational services, employment services, or youth work **and/or** extensive experience in the vocational services sector.
2. Experience assisting people facing disadvantage to obtain competitive employment
3. Experience with stakeholder engagement across the community and employment sector and demonstrated partnership building and negotiation skills.
4. Ability to work effectively in a multidisciplinary team environment and work co-operatively to achieve outcomes.
5. Demonstrated experience in supporting service evaluation and associated activities e.g. data collection, compliance activities.
6. Willingness to travel and work in an outreach model

### Desirable

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1. Understanding of and experience working with young people with mental health needs or disabilities
2. Knowledge of, and experience with, employment related services, relevant legislation and local labour market trends

### **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.
- 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.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

### **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 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 Inc 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, contractors and communities as our highest priority. All employees are expected to follow current public health recommendations, organisational health and safety guidelines, and to responsibly manage illness, including staying home when unwell and following appropriate procedures to reduce the risk of spreading infection.**

**Approved by:** \_\_\_\_\_  
Tazmyn Jewell, Chief Executive Officer, Health Voyage

**Date approved:** \_\_\_\_\_  
Aug 2022