



Position Description

PD0063

Community Engagement & Youth Participation Officer



Program:	headspace Coffs Harbour
Location:	45-53 Little Street, Coffs Harbour
Award:	Health Professionals & Support Services Award 2020
Classification:	Support Services Level 6 OR Health Professional Level 2 based on the incumbent's qualifications and experience.
Reports to:	Centre Manager
Direct employer:	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

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
- the Endometriosis and Pelvic Pain Clinic for the North Coast
- headspace Coffs Harbour, and
- headspace Grafton.

At Health Voyage, we are dedicated to empowering people by providing accessible, high-quality health and well-being services. Our approach is built on respect, inclusivity, and compassion, ensuring that everyone we support feels heard, valued, and cared for. Through tailored programs and strong community partnerships, we strive to create a future where health and well-being are a right, not a privilege.

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

headspace Coffs Harbour

headspace Coffs Harbour 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). This is achieved through the Australian Government's funding of headspace services throughout Australia via Healthy North Coast (HNC).

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)

These headspace Centres provide an entry point for young people to access a broad range of multidisciplinary services.

headspace Coffs Harbour aims to:

- promote early identification and effective, evidence-based mental health interventions;
- improve access to mental health services; and
- improve access to specialist providers and primary health care workers, collaborating within an accessible and integrated service framework.

POSITION SUMMARY

The Community Engagement & Youth Participation (CEYP) Officer is part of the headspace Coffs Harbour team. The purpose of the role is to promote the services of headspace Coffs Harbour and help young people to seek/get early access to health and other services. This includes young people who have mild to moderate mental health or may be at risk of developing a mental health and/or substance use disorder or have economic and social recovery needs.

The CEYP Officer will ensure that accessible information is provided to young people, their families and friends 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 help to increase community awareness of mental health issues among young people, facilitate youth and family and friends participation, organise and deliver health promotion activities and community events to engage identified target populations.

The role will be responsible for coordinating and championing the active and continuous engagement of youth participation in the governance, design, development, delivery and evaluation of the service.

The CEYP 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.

This role also provides leadership in youth and family participation by coordinating the Young Leaders Council (YLC), supporting family participation mechanisms, and ensuring all participation activities are safe, meaningful and aligned with the headspace Model Integrity Framework (hMIF).

KEY RESPONSIBILITIES

Community engagement

- Work collaboratively and effectively alongside Community Engagement Officer, Peer Support Workers and other staff to fulfil the following responsibilities
- Assist with the development, implementation and evaluation of a Community Awareness and Engagement Plan for headspace Coffs Harbour in conjunction with the centre management team.
- Design, coordinate and evaluate events for target groups to increase the profile of headspace Coffs Harbour and deliver key messages (e.g., mental health literacy, reduced stigma, anti-discrimination, early help seeking).
- 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 engagement and service promotion in line with Health Voyage's social media policy. Provide reporting on social media engagement.
- Produce documents and promotional material of a professional standard that comply with branding policy (both Health Voyage and headspace National, 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.
- Work collaboratively, and with a high level of integration, with existing forums, networks and groups that are building youth mental health and wellbeing within the Coffs Harbour local area.
- Represent headspace Coffs Harbour to various agencies and professional networks, the local community and young people.
- Coordinate the promotion of headspace National activities, campaigns and surveys within the centre.

Health promotion

- Assist in the planning, development and delivery of community-based help seeking and mental health literacy education sessions, particularly in schools.
- Work with headspace Coffs Harbour clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidence based.
- In partnership with the Centre Manager and other relevant staff, develop an annual community engagement and health promotion schedule of activities and communicate this to the team.
- Assist in the organisation, delivery and evaluation of relevant community events and activities such as headspace training activities, community events, promotional days/weeks (e.g. Youth Week, Mental Health Week, headspace Day).

Youth and family and friends' participation

- 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.
- Support the recruitment and running of the Family and Friends Reference Group.
- Meaningfully and appropriately support the roles and responsibilities expected in participatory activities by providing orientation, support, mentoring and training.
- 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.
- Coordinate the widespread promotion of youth participation and family and friends' participation within the service.
- Design, plan, implement and evaluate youth and family participation programs, activities and initiatives that engage diverse views and experiences, in alignment with the headspace Model Integrity Framework (hMIF)
- Establish and monitor safe communication channels for YLC (Young Leaders Council) and F&F RG members (e.g., Teams, Discord), ensuring oversight in accordance with safety, wellbeing and duty-of-care requirements
- Coordinate all logistics related to YLC and F&F RG meetings, including scheduling, agendas, invitations, venue arrangements and catering, ensuring meetings are accessible, safe and youth-friendly.
- Collaborate with clinical advisors when sensitive topics emerge during participation work, and support the development and review of wellbeing supports for YLC members, aligned with hMIF clinical governance guidance
- Record attendance, engagement and participation data for all youth and family involvement activities, and collect regular feedback to support continuous improvement, evaluation and reporting requirements

General

- Lead project planning activities including risk assessments, budgeting, and KPI monitoring
- Plan and coordinate events, ensuring compliance with funding requirements and budget constraints
- Maintain accurate records to meet headspace accreditation and reporting obligations including records related to youth engagement, stakeholder activities, and youth reference group support
- Prepare monthly and quarterly reports as required

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- Monitor sector trends and service gaps, providing advice to the Centre Manager and Clinical Lead
- Identify and propose opportunities for grants and fundraising to support community-based initiatives
- Participate in training and development as a contributing team member
- Perform other duties as required to support centre operations
- Share the successes, achievements and impact of youth and family participation with centre staff, partners and external stakeholders to promote meaningful engagement and visibility of youth voices

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

RELATIONSHIPS

The CEYP Officer 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 Coffs Harbour and Health Voyage to the public, community, government and other organisations.

Reports to:	Centre Manager
Direct Reports:	None
Indirect Reports:	None
Accountable to:	Health Voyage CEO and Governance Board
Internal Relationships:	headspace Coffs Harbour Centre Staff and Contractors 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.

SELECTION CRITERIA

Essential

1. A tertiary qualification in a relevant discipline **and/or** extensive 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.
3. Demonstrated experience coordinating and facilitating youth 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.

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6. Demonstrated ability to establish and maintain sector networks
7. 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.
8. Broad knowledge of the range of services available to young people in the local government, health, education, employment and youth sectors.
9. Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
10. Demonstrated understanding of youth and family participation frameworks, co-design principles and community development practices within youth mental health settings
11. Experience establishing and managing safe online communication channels for youth participation groups (e.g., Teams, Discord), with appropriate risk management and duty-of-care considerations
12. Experience evaluating participation programs, capturing feedback and using engagement data to inform continuous improvement.

Desirable

1. Experience in the not for profit/non-government sector.
2. Experience in the mental health sector.
3. Training or credentialing relevant to youth participation and wellbeing (e.g., Youth Mental Health First Aid, trauma-informed practice)

Foundational skills required

- Exceptional ability to engage and communicate with groups of people, tailoring communication to suit 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 Health Voyage and headspace values, vision and objectives and demonstrate the values of headspace.
- Take reasonable care for their own health and safety, and that of others in the workplace.
- Health Voyage will not tolerate discrimination, harassment, or bullying in any form. All employees are expected to treat one another with respect and dignity.
- Health Voyage will actively promote and maintain a workplace that embraces diversity and inclusion. We value the unique perspectives, experiences, and backgrounds that each employee brings to our organisation.

The position holder must also:

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- 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, 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:

March 2026