

Employee Position Description

Position Details				
Position Title: Group Program Coordinator – headspace		Department: Youth, Family and Carer Wellbeing	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022- 2026	
Reports To: Team Leader/ Manager headspace		Location: headspace Malvern and South Melbourne May be required to work across other AccessHC sites		
Direct Reports: Nil		Employment Status: Part- Time Fixed-Term Contract 1EFT over both locations OR Malvern 0.5 EFT South Melbourne 0.5EFT	Classification: SACS Level 3 Pay Point Dependent on Experience	
Position Primary Purpose				
The Group Program Coordinator is responsible for coordinating, facilitating and supporting the delivery of group programs for young people aged 12–25 years accessing headspace services. Working under the general direction of the Manager headspace and within established organisational policies, procedures and program frameworks, the role supports the, coordination, implementation and evaluation of group programs that promote mental health, wellbeing, social connection and community participation. The position works collaboratively with young people, clinicians, peer workers, community engagement staff and external stakeholders to ensure group programs are engaging, inclusive and responsive to the needs of young people. The Group Program Coordinator contributes to continuous improvement activities through participant feedback, outcome monitoring and program evaluation and supports opportunities for meaningful youth participation in service delivery.				
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager’s directions when and as required, which may include completion of duties not listed in this document.</i>				
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Decision Making Authority		Key Relationships	
Decisions made independent of Manager - Day-to-day coordination of approved group programs and activities. - Coordination of program logistics and participant communication. - Prioritisation and organisation of own workload. - Completion of routine administrative, reporting and documentation requirements. - Actions consistent with established and approved policies, procedures and Delegations of Authority.		Internal - headspace teams - Manager/ Team Leader headspace - Clinical Leads - headspace staff - Broader AccessHC External - Young people and families - Schools and educational institutions - Community organisations - Local government stakeholders - headspace National - Youth-serving agencies and community groups - Health and wellbeing service providers	

Key Accountabilities				
Focus Areas		Responsibilities		
Program Coordination and Delivery		- Coordinate and implement approved group programs for young people aged 12–25 years as well as programs to support families / carers/ Kin like Tuning into Teens - Facilitate the operational delivery of group activities in accordance with headspace and AccessHC policies, procedures and program frameworks.		
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Key Accountabilities				
Focus Areas		Responsibilities		
		• Work collaboratively with Community Engagement Workers, and other team members to incorporate community feedback, service data and identified needs to inform program coordination. • Deliver evidence-informed group activities and resources and make approved adjustments to support participant engagement and accessibility • Coordinate program logistics including scheduling, venue bookings, participant registrations, resources and promotion. • Maintain program resources and materials required for service delivery. • Maintain and support established community partnerships that enhance access to and patriation in programs. • Provide feedback, participant information and operational observations to support program reviews and continuous improvement activities. • Ensure programs are culturally safe, inclusive and accessible. • Work within the scope of practice and responsibilities agreed with the Manager.		
Group Facilitation		• Facilitate psychoeducational, wellbeing, life skills, social connection and recreational groups for young people. • Deliver group activities using established program frameworks and evidence-informed approaches. • Co-facilitate groups with clinicians, peer workers, community engagement staff and external providers where appropriate. • Create safe, welcoming and youth-friendly environments that encourage participation and engagement. • Support young people to identify and work towards personal goals through group participation. • Monitor attendance, engagement and participant feedback. • Identify and escalate wellbeing or risk concerns in accordance with organisational policies and procedures. • Contribute to the ongoing improvement of group activities through reflection, participant feedback and evaluation processes.		
Youth Participation and Community Engagement		• Support opportunities for young people to contribute feedback to the planning, implementation and evaluation of group programs. • Promote youth participation principles across all program activities. • Build and maintain positive working relationships with community organisations and stakeholders. • Support engagement pathways for priority population groups.		
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Key Accountabilities	
Focus Areas	Responsibilities
	• Participate in community engagement activities and events that promote headspace services. • Represent AccessHC and headspace professionally in interactions with young people, families, community organisations and stakeholders. • Participate in occasional after-hours activities as required to support youth participation and community engagement initiatives.
Quality, Reporting and Clinical Governance	• Participate in regular operational and practice supervision. • Participate in team meetings and provide operational input into service review activities. • Maintain professional boundaries and seek guidance from senior staff when required. • Inform the Manager, Team Leader, or Senior Clinician of any duty of care, risk or safety concerns. • Maintain accurate client and program documentation in accordance with organisational requirements. • Ensure client records are completed on the day of contact or within two business days. • Record occasions of service on hAPI, outcome measures and participation data within required timeframes. • Maintain accurate program attendance and evaluation records. • Collect and report participant feedback and outcome data. • Participate in quality improvement activities and program evaluation processes. • Maintain professional knowledge and skills through training and professional development activities.
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC values of: – Equity – Collaboration – Respect – Quality – Innovation
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct, including the Child Safety Code of Conduct and the MARAM Family Violence framework • Deliver services in accordance with the headspace National framework and the headspace Clinical Practice Manual

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Key Accountabilities	
Focus Areas	Responsibilities
	• Maintain updated and valid credentials in accordance with relevant legislation, professional body, registration and industry requirements as applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service • Other relevant duties as negotiated with management
Workplace Health and Safety	▪ Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Selection Criteria	
Mandatory selection criteria items • Police Check • International Police Check - if lived overseas for more than twelve months in past ten years • Working With Children Check • Driver's Licence - preferred Key selection criteria items • Relevant qualification in Youth Work, Community Services, Social Work, Mental Health, Community Development or a related discipline. • Demonstrated experience coordinating and delivering programs, activities or groups for young people. • Experience facilitating groups within youth, health or community service settings. • Demonstrated ability to engage young people using strengths-based, youth-centred and inclusive approaches. • Strong organisational, communication and administrative skills. • Ability to work collaboratively within a multidisciplinary team and with community stakeholders.	Attributes we value • Understanding of youth mental health and early intervention principles. • Experience working within community health or youth mental health services. • Knowledge of trauma-informed, culturally safe and inclusive practice.

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- Competency in Microsoft Office and client management systems.

Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.

Authorisations

Employee Name:

Signature: _____

Date: / /

Manager Name:

Signature: _____

Date: / /

Decision Making Authority

Key Relationships

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Decisions made independent of Manager As per AccessHC Delegation of Authority framework	Internal - Immediate team members at headspace including mental health clinicians, peer support workers, intake and brief intervention clinicians, reception, GPs, community engagement workers, senior clinicians, management and in-kind service providers - headspace Hawthorn, Malvern and South Melbourne teams - Mental Health and AOD portfolio at AccessHC - GP and medical practice - headspace Youth advisory group	External - young people, Family and friends - headspace National - GPs and other health professionals - Aboriginal health services - Tertiary Mental Health Services - headspace Consortium partners - Schools, universities, Child Protection, youth services and community groups/agencies - Local headspace Services including Syndal, Elsternwick and Bentleigh
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