

Position Description

Program Worker, Youth Access



Branch	Mental Health & Wellbeing
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Team leader, headspace
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	May 2022
Approved by	Senior Manager People and Culture
Review date	December 2023

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Service Delivery branch delivers high-quality person-centered services across the continuum of support in the focus areas of NDIS Local Area Coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Mental Health and Wellbeing stream provides specialist support services to children, young people and adults in areas such as mental resilience, suicide prevention, postvention and suicide aftercare as well as counselling, sexual and reproductive health and out of hospital care assessments.

headspace is funded by the National Youth Mental Health Foundation and the Australian Government Department of Health and Ageing under the Youth Mental Health Initiative Program. headspace aims to building resilience in young people aged 12-25 years by delivering effective youth mental health services in partnership with young people, their families and their local communities. headspace is funded to deliver intervention across four core streams: mental health, physical health, sexual health, alcohol & other drug support and vocational/educational support.

The Program Worker Youth Access, works as part of a multi-disciplinary team, including general practitioners, allied health clinicians, community engagement workers, and support staff within the headspace program scope of work. Delivering services to 12-25 year old and their family and community in relation to youth mental health, the role ensures the provision of high quality services to achieve optimum levels of service delivery and client outcomes in line with the Social Futures Practice Framework and headspace Model Integrity Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Provide intake services for headspace including triage, assessment and referral support.
- Provide brief intervention, using evidence-based approaches, to young people and their families where appropriate.
- Work collaboratively with a diverse range of young people to develop individual plans that are person-centred, strengths based and directed by the young person as much as possible.
- Assertive monitoring of service users where risk is indicated, including regularly assessing the current level of risk and building safety where required.
- Participate in Case Coordination and review meetings with internal and external service providers and stakeholders involved in the young person's care as required to ensure a positive and holistic approach to service delivery.
- Support the implementation of new initiatives and continuous improvement activities.
- Ensure relevant mandatory reporting and program training requirements are met in line with legislative and policy requirements.
- Assist in the delivery of individual or group-based skills training activities for young people and their friends and family.
- Maintain accurate case notes for service users using an electronic clinical record and according to Social Futures protocols and professional standards.

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Implementation of services while managing competing priorities that supports the Team / Branch's goals and objectives, within a demanding and complex service delivery environment
- Building the capacity of customers, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community
- Responding effectively to customers who may present with varying levels of distress and managing own well-being

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Provide regular updates on key priorities and projects and receive guidance and direction• Identify emerging issues and risks• Report on performance against agreed measures
Team	<ul style="list-style-type: none">• Contribute to the team's achievement of its key performance indicators
External	
External Customers and Participants	<ul style="list-style-type: none">• Facilitate relationships to ensure services meet expected service delivery standards

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational

	Influence and Negotiate	Intermediate
Deliver Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Display Courage and Resilience	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Deliver Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Deliver Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions

- Understand project goals, steps to be undertaken and expected outcomes
- Prepare accurate documentation to support cost or resource estimates
- Participate and contribute to reviews of progress, outcomes and future improvements
- Identify and escalate any possible variance from project plans

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualifications or equivalent experience in health, psychology, social work, or a related discipline that provides a sound understanding and knowledge of assessing and working with young people experiencing mental health concerns.
- The ability and experience to engage and communicate effectively with young people, and to undertake intake and screening activities to determine young people's needs.
- The ability and experience to conduct risk assessments, including suicide, self-harm and violence risks, and to develop safety and wellbeing plans to mitigate these risks.
- The ability and experience to be able to deliver brief therapeutic interventions, psychoeducation, treatment planning and assist young people to access appropriate services.
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines.
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work.
- Experience working with diverse populations and the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples, LGBTIQSB+ young people, and people from culturally and linguistically diverse communities.

All positions will require current National Police and Working with Children Checks and COVID19 Vaccination as a condition of employment.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable.



Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element	
1	Planning of operations, projects, services or activities typically required of the position
2	Freedom of the position to act (autonomy)
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job
4	The level of verbal communication skills required of the position
5	The level of written communication skills required of the position
6	Risk Consequence
7	Minimum level of practical experience required of the position in addition to required qualifications
8	Leadership and work coordination skills required of the position
9	Number of employees for whom the position is accountable
10	Annual value and complexity of expenditure and accountability for budget implications required of the position

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed: _____

Date: ____/____/____

Print Name: _____