

Our Vision  
People living well  
Our Values

We Care – We work together – We Innovate – We achieve – We learn

<b>Name:</b>		<b>Date:</b>	
<b>Position Title:</b>	headspace Albury Wodonga and headspace Wangaratta Access and Engagement Worker		
<b>Reporting to:</b>	headspace Albury Wodonga and headspace Wangaratta Manager		
<b>Direct Reports:</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liases with internally</b>	Gateway Health staff, including medical clinic headspace Albury Wodonga and headspace Wangaratta staff – including private providers, consortium agency staff and visiting staff.		
<b>Liases with externally</b>	Referring agencies Young people and their families Albury Wodonga Health and all affiliate partners		
<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop a collaborative working relationship</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Quality Improvement approach</li> <li>• Work within legislative and compliance framework</li> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safety Standards</li> </ul>		
<b>Position Context</b>	<p>headspace Albury Wodonga commenced operations in January 2015, based at Gateway Health in Wodonga. headspace Albury Wodonga model brings together key organisations experienced in the delivery of primary care, mental health, alcohol and drug services, health and wellbeing and vocational education for young people. In 2018 headspace Albury Wodonga expanded its services to establish a satellite site in Wangaratta. The headspace Albury Wodonga and headspace Wangaratta consortium comprises membership from Albury Wodonga Health, Albury Wodonga Aboriginal Health Services, The Personal Group, Sureway, Junction Support Services, Mind Australia, YES unlimited and Gateway Health as the lead agent. This strategic alliance aims to establish a community of collaborative youth services improving access for young people aged 12-25 years in the early intervention of mental health, work school and study, general health and wellbeing or and alcohol and other drug issues.</p>		
<b>Organisation Context</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic). The Board of Governance provides strategic planning for Gateway Health. Program Managers provide immediate support and management within their program areas.</p>		
<b>Review of Position Descriptions:</b>	This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.		

## Access and Engagement

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Be the first point of contact for the headspace Albury Wodonga and headspace Wangaratta completing all Phone Intake/ Initial screens for young people who would like to engage in headspace services, to determine which service will best suit their needs</li> <li>Complete all duty tasks, including follow up for young people on waiting list and duty phone calls</li> <li>Present all Phone Intake/Initial screens at allocation</li> <li>Complete urgent headspace assessment at the time of contact or within 24 hours of contact, if required</li> <li>Provide psycho-education, useful online support and emental health-based services for young people who may be awaiting allocation for support.</li> <li>Contact and follow up all written referrals that are directed at the centre following the headspace referral process</li> </ul>	<p>All young people are contacted and responded to in the required time frame of 24 hours.</p> <p>All referrals are responded to as per the referral procedure in 24 hours</p> <p>Duty task completed in a required time frame</p> <p>Allocation is attended and case presented according headspace procedure</p> <p>Information and referral are providing to young people and their family with documented evidence to support this.</p>

## Team, Culture Building and Communication

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Foster and facilitate a co-operative harmonious team environment which values collaboration, quality youth focused service ensuring the wider objectives and values of Gateway Health and headspace team are adhered too.</li> <li>Participate in and promote research and evaluation projects conducted at headspace Albury Wodonga and headspace Wangaratta.</li> <li>Assist, with and when available, the provision of community awareness and engagement activities and events as offered by headspace Albury Wodonga and Wangaratta, some of which may involve out of hours work.</li> <li>Active participation as a team member including maintain the team and organisational values at all time.</li> </ul>	<p>Implement strategies to ensure a cohesive team culture with integration of all team members</p> <p>Contribute to individual &amp; team work plans, including participating in yearly planning</p> <p>Participate in the evaluation and feedback of the access and engagement process and further development as required</p> <p>Participate in 6 Community engagement events per year</p>

## Administrative and Documentation Systems

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Collaborate with other support services and community-based activities to integrate support and provide optimal service provision across the four core streams of headspace (mental health, physical health, alcohol and other drugs and vocational/educational support).</li> <li>Complete all necessary documentation required for the role according to the clinical practice manual.</li> <li>Other duties as negotiated with Senior Clinician and Manager.</li> <li>Demonstrate ability to use initiative and skills in planning and prioritising daily activities.</li> </ul>	<p>Ensure all work complies of the relevant legislation/regulations, headspace Albury Wodonga, headspace Wangaratta and Gateway Health policies and procedures and other relevant compliance requirements.</p> <p>Participate in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</p> <p>Contribute to the current community awareness and engagement plan</p>

## Compliance

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Work within the bounds of relevant external legislation/regulations (e.g. Privacy, Fair Work, OHS, etc.) and internal policies and procedures that relate to this role and the organisation.</li> <li>Represent headspace Albury Wodonga, headspace Wangaratta and Gateway Health in a professional manner, in accordance with the code of conduct.</li> <li>Adhere to all headspace Albury Wodonga, headspace Wangaratta and Gateway Health policies and procedures including the Code of Conduct and Confidentiality Agreement.</li> <li>Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.</li> <li>Comply with all required data recording per the health records act, Gateway Health and headspace National Trade Mark guidelines and Murray Primary Health Network contractual obligations.</li> <li>Adhere to the Clinical Governance Framework of headspace Albury Wodonga and headspace Wangaratta and all relevant policies and procedures</li> </ul>	<p>Ensure all work complies of the relevant legislation/ regulations, policies and procedures.</p> <p>On every occasion headspace Albury Wodonga, headspace Wangaratta and Gateway Health is represented ethically and professionally.</p> <p>Participated in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</p> <p>Connx up to date with personal record</p>

<ul style="list-style-type: none"> <li>• Work within the headspace National Office framework of early intervention, destigmatisation, diversity, inclusion, and non-discrimination.</li> <li>• Use IT systems including Microsoft Office, Profile, Hapi, Ourspace Learning centre, Murray Primary Health Network Learning centre and connx</li> </ul>	
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**Personal and Professional Development**

<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>• Continually develop both personally and professionally own clinical knowledge, skills and understanding to meet the changing needs of your position, career and organisation.</li> <li>• Attend all relevant training sessions provided by Gateway Health including mandatory training modules, ReSHen induction program and headspace National Office.</li> <li>• Actively participate in the organisation’s Performance Management System.</li> <li>• Actively participate in other training and development as required.</li> <li>• Actively prepare and engage in regular administration supervision</li> </ul>	<p>Have a self-care Plan</p> <p>Participate in yearly performance reviews</p> <p>Participate in Gateway Health Administration and Clinical supervision</p> <p>Participate in yearly professional development to ensure skills building, this includes 6 learning centre programs per year</p> <p>Recorded attendance to regular administration supervision</p>

**Qualifications, Skills and Other Requirements**

<ul style="list-style-type: none"> <li>• As headspace Albury Wodonga and headspace Wangaratta is a cross border service prospective employees are advised that they must have their Employee “Working with Children Check” for NSW and Victoria as a condition of employment.</li> <li>• Well-developed written and verbal communication skills.</li> <li>• High level of computer literacy skills.</li> <li>• Current Driver’s Licence.</li> <li>• A current First Aid (Level 2) certificate is desirable.</li> <li>• The successful applicant will be required to undergo a National Police check.</li> </ul>
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**Key Selection Criteria: Applicants MUST address the Selection Criteria below when completing an employment application**

- Approved tertiary qualifications in a relevant discipline, with suitability to qualify for professional registration (such as Psychology/ Provisional Psychologist, Mental Health, Social work, Youth Work, Welfare work and Occupational Therapy or other health related disciplines).
- Passion, energy and relevant experience to make a difference to health outcomes for young people through assessment, engagement and counselling.
- Demonstrated skills and experience in care coordination, family support or mental health key worker roles, ideally with young people in a mental health setting or with high risk, marginalised or engagement reluctance with service providers
- Demonstrated skills in problem solving and negotiation skills especially with young people, families and service providers in the early stages of help seeking.
- Sound knowledge of and experience in working with complex young people and their families in both an intake, case management and therapeutic role.
- Demonstrated experience in the provision of evidence based single session intervention and different types therapeutic approaches to young people and their families with mental health and/or drug and alcohol issues.
- Demonstrated knowledge of young people's developmental stages, youth mental health problems, drug and alcohol issues, the impact of trauma, and other issues which impact on young people's health and wellbeing
- Skills in the use of motivational interviewing, brief interventions and/or Acceptance and Commitment Therapy
- Highly developed report writing skills, record keeping / data management, word processing and other computer skills.
- Excellent skills in engaging and working with young people, including those from diverse backgrounds and/or with complex needs

**Salary and Conditions**

- Community Development Worker Class 2B – commencing salary dependant on qualifications and experience, plus 9.5% Superannuation
- 30.4 hours per week (0.8 eft) flexible days and times, with the expectation of being available to work the hours 3.00 till 6.00 in the evenings where required.
- Ongoing dependent upon funding
- Initial 6-month probationary review and then annual performance appraisal.
- Based in Wodonga/ Wangaratta however, outreach to schools may be required for direct face to face counselling sessions, this also may include after hours.

**Award/Agreement**

- Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017.

## Employment Details:

<b>Name:</b>	
<b>Classification:</b>	
<b>Program:</b>	
<b>Award:</b>	
<b>Date Joined Company or Commenced Role</b>	
<b>Responsible to:</b>	
<b>Main Responsibilities</b>	

## Performance Monitoring:

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

<b>Last Appraisal Date</b>	
<b>Next Appraisal Date</b>	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by:**

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**Employee Signature:**

**Date:**

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**Print Name:**

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