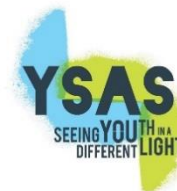


POSITION DESCRIPTION



Title of Role:	Youth Outreach Lead	Classification Level:	SCHCADS 6
Business Unit:	headspace	Type of Appointment:	Fixed term until 31 December 2021
Division:	Headspace Collingwood	Position Number:	
Award Type	SCHCADS	FTE:	0.8

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Context

This position is a newly created position funded by the Federal Government Department of Health (DOH) under the Victorian Response COVID-19 – additional mental health support for Victorian headspace Services. As the lead agency, YSAS is the signatory organisation and fund holder for headspace Collingwood and Frankston (inclusive of the headspace Rosebud satellite site), and as such is the employer. headspace is based on a consortium model, in which each headspace centre brings together key organisations experienced in the delivery of primary care, mental health, alcohol and drug services, social welfare and vocational education for young people. This strategic alliance aims to establish a localised community of collaborative youth services improving access for young people aged 12-25 years at risk or suffering from mental health and alcohol and other drug issues.

Position Purpose

The Youth Outreach Lead will lead the headspace Collingwood response to increasing engagement of young people and families who have been adversely impacted by COVID-19 restrictions. This is intended to occur by working collaboratively with the existing multidisciplinary care teams at headspace Collingwood. Service provision will leverage off existing relationships with local service providers inclusive of LGA service providers, Consortium partners, schools and Gathering Places. A safe and adaptive approach to outreach will be adopted utilising the existing youth outreach model imbedded within YSAS. In light of the COVID-19 state restrictions, this includes multimodal service delivery, and where safe and clinically indicated, in person engagement in community-based settings. The Youth Outreach Lead will also take primary responsibility of a small team of youth workers at headspace Collingwood; providing supervision, guidance and support. The position will report to the Clinical Lead and works closely with the Leadership Team at headspace Collingwood.

Reporting Relationships

This role reports to the Clinical Lead.

This role has direct reports:

- Youth workers

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- Clinical Lead
- Site leadership team
- Young people and their families
- External stakeholders - LGA service providers, Consortium partners, university and school wellbeing departments
- headspace National

Key Challenges

Incumbents in this role must:

- Manage competing demands and prioritising accordingly
- Meet required service and contractual targets
- Establish a new program stream

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, AASW, etc)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (Level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Child and Young Persons Act (2005) (Victoria)
- Relevant Awards, Enterprise Agreement

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Clinical Lead is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/Measurement
Leadership and supervision	<ul style="list-style-type: none"> Supporting the leadership team in the development and implementation of the youth outreach stream; Ensure the well-being of the team through provision of regular supervision, managing individual worker stress, supporting worker learning and professional development and facilitating a positive team culture; Ensure workloads and tasks are spread evenly across the team, including managing individual and team work flow; Facilitating recruitment processes Assist team members to develop strategies and interventions that connect and engage young people and families with their local networks, communities and relevant CSOs; Ensure written communication and data entry for the team is up-to-date and meets organisational standards; Ensure Risk Management and OHS policies and procedures are maintained and arising risks proactively managed; Other business processes as agreed. 	<ul style="list-style-type: none"> Team meets service delivery targets which includes managing a case load; Program reporting requirements are met; Establishment and delivery of pilot program; Support pilot program staff induction and training; Monitor pilot program and ensure it aligns with work plan and is implemented within current headspace Collingwood structure; Support pilot program staff induction and training; Provision of fortnightly supervision to staff; Satisfactory Performance Review with line manager; Coordinate meetings, and professional forums in line with the program workplan;
Direct service activities	<ul style="list-style-type: none"> Ensure that young people and their families who access YSAS/headspace Collingwood services receive a high quality service that is client centred, timely, responsive, professional flexible, evidence based and developmentally appropriate; Proactive care coordination, encouraging young people to develop links with other services and/or communities. As required advocate on behalf of young people. Where indicated, provide brief interventions and counselling support to young people and their families. Work collaboratively with headspace Collingwood team members to determine care or service needs and assist with the coordination of care/service needs as required for young people and their families. Participate and contribute to therapeutic group programs for young people and families at headspace Collingwood. 	<ul style="list-style-type: none"> Provide outreach support to 'hard to engage' and/or 'disengaged' young people which address their holistic health needs. Support young people to improve links with communities and other services. Promote a safe and friendly environment in order to facilitate the communication between young people. Activity and clinical data is collected for the hAPI database and other data as required. Contribute to monthly reporting activities.
System management and clinical governance	<ul style="list-style-type: none"> Drive and monitor required clinical and psychosocial outcomes in the program. Collaborate with the Clinical Lead and Centre Manager to ensure systems and processes are enacted supporting access for young people into the Youth Outreach Program. Provide oversight and facilitate care planning, coordination and decision making for service delivery within the program. Promote a shared decision making framework with the young person and significant others as appropriate. 	<ul style="list-style-type: none"> Required program outcomes are met. Work plan activities are informed, implemented and evaluated.

Stakeholder engagement	<ul style="list-style-type: none"> Develop, implement and participate in community engagement activities. Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination. Provide referral and links to a range of youth services including primary health, housing, legal, justice, employment/educational and recreational services. Articulate YSAS relationship based approach with relevant stakeholders. Attendance at regular stakeholder meetings as required. 	<ul style="list-style-type: none"> Coordinate the participation of staff in appropriate network meetings / forums; Develop collaborative partnerships with relevant stakeholders. Develop partnerships with headspace National employment and education programs. Develop and maintain formal/informal networks in order to maintain positive relationships.
Continuous Improvement	<ul style="list-style-type: none"> Contribute to continuous quality improvement in relation to service delivery or business support services and systems. Participation in accreditation, evaluation and ongoing monitoring of the programs, services, and systems, Including young people and their families in the evaluation of the service where appropriate. 	<ul style="list-style-type: none"> Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures. Ensure confidentiality of documentation is maintained.
Corporate compliance	<ul style="list-style-type: none"> Ensure incident reporting meets statutory and organisational timelines, procedures and where required corrective measures are followed up and undertaken. Inform and lead forums and team meetings for program and quality and risk monitoring. Ensure clinical effectiveness within the headspace clinical governance framework including compliance with documentation and operational data collection. Adhere to all YSAS' policies and procedures including the Code of Conduct, Confidentiality Agreement & EEO policy. Demonstrated commitment to YSAS' organisational values, and provision of the highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves. 	<ul style="list-style-type: none"> Service activity and client outcomes are tracked and monitored for quality, risk and contractual reporting purposes. Six-monthly audits of registered client files and notes. All incidents reported to manager, YSAS & headspace National Office according to reporting guidelines and within approved timeframes.

Qualifications, Skills, Knowledge and Experience relevant to the role

Education	<ul style="list-style-type: none"> Relevant qualifications in Youth Work, Mental Health, Social Work, Community Services or other health related qualifications and extensive experience in the field.
Experience	<ul style="list-style-type: none"> 3+ years' experience in mental health and/or youth work practice. Demonstrated experience and understanding of engagement issues related to young people, specifically having operated in an outreach capacity. Experience and understanding of mental health, drug and alcohol and other health issues young people are experiencing. Previous experience and understanding of local vocational and employment service pathways.
Knowledge and Skills	<ul style="list-style-type: none"> Well organised, and able to be flexible in managing competing priorities and deadlines; Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills; Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions; Good judgment, able to influence others and seen as a credible source of advice.
Personal qualities	<ul style="list-style-type: none"> A team player, able to work in a collaborative way. Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion. Strong emotional intelligence Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. Commitment to YSAS' values and a working style that reflects these

Behavioural Capabilities

Category	Level	Behaviours
Strategic Direction	Operational	<ul style="list-style-type: none"> Supports and communicates YSAS' goals and direction Translates objectives into practical terms to others Communicates risks and issues from employees to senior management Is sensitive to political drivers influencing priorities and decisions
Achieves results	Operational	<ul style="list-style-type: none"> Sets clear expectations around quality of work and timeframes Monitors progress towards the achievement of goals
Business Excellence	Operational	<ul style="list-style-type: none"> Provides timely praise and recognition Addresses unsatisfactory performance promptly Ensures employees are trained and competent to deliver outcomes
Working Relationships	Tactical	<ul style="list-style-type: none"> Understands the potential for compromise and uses this in negotiation Consults with relevant stakeholders about changes which may impact on their work Shares resources to achieve common goals Actively identifies key internal and external stakeholders and builds rapport with these individuals
Personal Drive and Professionalism	Tactical	<ul style="list-style-type: none"> Challenges opposing views in a respectful manner Demonstrates Resilience and adaptability in difficult situations Seeks feedback on performance

Selection Criteria

- Advanced skills in leadership of staff members engaging and working with young people with complex issues (including mental health, substance use, disengagement), ranging from advocacy, assessment and therapeutic case management;
- Demonstrated experience in the support of staff including provision of supervision, mentoring, positive and constructive feedback and maintaining a positive team environment;
- Experience in building and maintaining positive stakeholder relationships;
- Advanced practice skills in delivering support to young people, particularly utilising an outreach modality;
- Ability to use a range of systems to ensure quality, safe practice within your team;
- Experience in management responsibilities, ensuring streamlined and timely program processes such as intake and that program targets and reporting requirements are met.

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by
occupant

/ /

(Print name)

(Signature)

Acknowledged by line
manager

/ /

(Print name)

(Signature & title)

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)