

Position Description

Role title	Youth Officer
Approval	General Manager Operations
Date effective	December 2020

PURPOSE

The purpose of the Youth Officer position is to support the Youth Access Workers to effectively engage, screen, assess, refer, facilitate group work and psychosocial education in relation to life and social skills, and coordinate care for young people aged 12-25 years that contact or are referred to the **headspace** centre.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services across metropolitan Melbourne and regional Victoria.

POSITION SUMMARY

Supporting the Youth Access Workers, the Youth Officer position acts as one of the first contact points for young people accessing the headspace centre and will need to build positive rapport with a wide range of young people, as well as their family and friends.

This position has primary responsibility for assessing a young person's psychosocial needs and will participate in regular clinical supervision and required to present and discuss cases with the clinical care team.

The Youth Officer works as part of a multidisciplinary team, including general practitioners, allied health clinicians, community engagement officers, and support staff. They will also work closely with local community and partner youth and health services to provide holistic and integrated care.

KEY RESULT AREAS

Area	Tasks
Client and service delivery	<ul style="list-style-type: none"> Practice safely within their profession and their own scope of practice. Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner. Delivering the agreed number of sessions at the times negotiated.

	<ul style="list-style-type: none"> • Ensuring that service delivery complies with the appropriate policies and procedures as set out in the headspace Clinical Practice Manual and legislative requirements such as mandatory reporting. • Facilitation of small group work and/or psychoeducation in relation to life and social skills in accordance with need.
Assessments, record keeping and reporting	<ul style="list-style-type: none"> • Conduct bio-psycho-social assessments of young people presenting to the service using the headspace assessment tool and document the results of assessment and screening (as required). • Maintain timely, accurate and current clinical records ensuring documentation meets professional and legal standards. • Participate in the access and intake system, responding to phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
Referrals and external engagement (for pathways)	<ul style="list-style-type: none"> • Work with treating practitioners and/or allied health professionals to provide advice, practical support, advocacy, and resources and follow up with clients. • Refer young people to internal and external services as appropriate and provide follow up support. • Work alongside the community engagement team to represent headspace and promote the centre's services at community awareness events.
Capability development and practice	<ul style="list-style-type: none"> • Receive regular evaluations from clients on their experience of services received and use them to improve practice and achieve better outcomes. • Stay contemporary in professional competency and skills through active participation in supervision, professional development and clinical review.
Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Policies procedures and systems	<ul style="list-style-type: none"> • Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Other	<ul style="list-style-type: none"> • This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.

KEY PERFORMANCE INDICATORS

- Provision of professional, high quality services to clients.

- Efficient processing/completion of client details into client management system and effective record keeping.
- Effective participation in supervision (individual and group) and professional practice development.
- Positive feedback from clients on services provided.
- Prompt reporting of notifiable incidents to the Clinical Leader and Centre Manager.
- Compliance with **headspace** and RAV organisational policies and procedures.

REPORTING

Line manager:	Centre Manager headspace Bairnsdale
Manages:	Nil
Key internal liaison:	Staff and allied health staff, private practitioners including psychologists, social workers and general practitioners, Youth Advisory Group and Family & Friends Reference Group
External liaison:	Young people, their families and friends that access the Centre, headspace National Office staff, Gippsland Primary Health Network staff, Consortium partner organisations and staff, local youth, health and community service providers, schools and staff, other external (non-RAV) headspace centre staff, Government departments, ministers and staff, other external partners, vendors, providers and key stakeholders.
Note:	Reporting arrangements may change from time to time depending on business requirements.

RAV VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY SELECTION CRITERIA – Youth Officer

Qualifications and Registrations

Essential

- Tertiary level qualification (or near completion) in counselling, social work, psychology, social welfare or other health related degree.
- Minimum requirement - Diploma in relevant field such as youth work, community development, alcohol and drug, mental health support or social welfare.

Desirable

- Experience in the provision of psychosocial education in community settings.
- Knowledge about headspace or experience working in a youth service environment.

Experience

Essential

- Ability and experience to undertake intake and screening activities to determine client needs, and to assist clients to access appropriate services.
- Experience in the youth and/or mental health sector.

Knowledge and Skills

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Essential

- Exceptional interpersonal skills with the ability to work with a diverse range of people, the ability to engage with young people and advocate on their behalf.
- Highly developed verbal and written communication skills.
- Computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors

Desirable

- Knowledge and ability to develop and deliver group-based skills training activities to assist clients' psychosocial functioning (e.g. life skills, anger management, problem solving, conflict resolution, etc.).
- A broad understanding of the mental health and primary care health system in Australia.
- Experience with outreach work, in a regional setting, as part of a multi-disciplinary team.

Personal Attributes

- Passionate about working with young people and committed to their health and wellbeing.
- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.