

Position Description	
Role title	Youth Access Worker
Approval	General Manager Operations
Date effective	April 2020

PURPOSE

The purpose of the Youth Access Worker position is to effectively engage, screen, assess, refer, provide brief interventions 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

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

The Youth Access Worker will need to be skilled in assessing a young person's needs, including complex risk assessments and the ability to action a plan to mitigate any identified risk. The Youth Access Worker will participate in regular clinical supervision and will be required to present and discuss cases with the clinical care team.

The Youth Access Worker works as part of a multidisciplinary team, including general practitioners, allied health clinicians, community engagement workers, and support staff. They will also work closely with local community and partner youth and health services to provide holistic and integrated care. Ensuring alignment with the headspace model of care and Relationships Australia Victoria (RAV) policy and procedures.

KEY RESULT AREAS

Area	Tasks
Professional work	- 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.

	• 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. • Conduct risk assessments including assessment of suicide risk and violence risk, developing action plans to mitigate any risks, and providing follow up support and referral for treatment. High risk clients must be promptly reported to the supervisor for appropriate action. • Delivering the agreed number of sessions at the times negotiated. • Maintain timely, accurate and current clinical records ensuring documentation meets professional and legal standards. • 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. • 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. • 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.
Capability management, development and practice	• Receive regular evaluations from clients on their experience of clinical 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	• Demonstrate commitment to the objectives of the team and headspace and show considerable drive and effort in achieving work and headspace 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 and headspace goals.
Policies procedures and systems	• Adhere to and comply with headspace policies, processes, and procedures, using appropriate systems when required. • Model the organisations values, playing 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.
Other	• Perform additional duties from time to time, as required by management.

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 Lead and Centre Manager.

- Compliance with headspace policies and procedures.

REPORTING

Line manager:	Centre Manager
Manages:	Nil
Key internal liaison:	Team Leader, private practitioners including psychologists, social workers and general practitioners, other clinical and non-clinical staff, headspace centre staff and co-located staff, RAV staff, Youth Advisory Group (YAG), Family & Friends Reference Group
External liaison:	Young people, their families and friends that access the Centre, headspace National Office staff, Gippsland Primary Health Network (GHPN) staff, Consortium partner organisations and staff, local youth, health and community service providers, schools and staff and other 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.

Relationships Australia Victoria (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

Qualifications and Registrations

Essential

- Tertiary level qualifications in health, behavioural/social sciences, community services, or a related discipline that provides a sound understanding and knowledge of assessing and working with young people at risk.

Desirable

- Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).

Experience

Essential

- Ability and experience to undertake intake and screening activities to determine client needs, and to assist clients to access appropriate services.
- Ability and experience to conduct risk assessments, including suicide and violence risks, and to develop action plans that mitigate these risks.
- Ability and experience to be able to deliver brief therapeutic interventions, counselling services and treatment planning.
- Experience working in a multidisciplinary team environment, coordinating client care.
- Experience in the youth and/or mental health sector.

Knowledge and Skills

Essential

- Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.

- 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.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- 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.

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.