

Position Description

Position Title:	Community Engagement Officer
Service/Program:	headspace
Approved By:	General Manager Client Services & Business Development
Date Effective:	March 2026

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. 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. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure Relationships Australia Victoria (RAV) provides information to promote the services of the headspace centre and help young people to get early access to health and other services whilst ensuring that health promotion messages and activities relating to youth mental health are consistent and evidence-based.

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.

Position Specifications

Service: headspace

headspace provides information, support and services to young people, aged 12 -25, and their families and friends. Services cover four core areas: mental health and wellbeing, physical and sexual health, work and study support, and alcohol and other drug services.

Line manager	headspace Centre Manager
Manages	Nil
Key internal liaison	Headspace Centre staff, RAV staff, Youth Advisory Group, Family Reference Group
Key external liaison	Young people and their families that access the Centre, headspace National office staff, Gippsland Primary Health Network staff, Consortium Partner organisations and staff, other headspace staff, local schools and staff, Government departments, vendors, providers and key stakeholders

Note: Reporting arrangements may change from time to time to meet business requirements

Position Summary

The Community Engagement Officer is part of the headspace centre team. Their purpose is to promote the services of the headspace centre and help young people to get early access to health and other services. This includes young people who have or may be at risk of developing a mental health and/or substance use disorder or have economic and social recovery needs.

They will do this by ensuring that accessible information is provided to young people, their families and the local community to increase the capacity of young people and their community to connect with appropriate health and wellbeing supports at the time they are needed. They will also help to increase community awareness of mental health issues among young people, facilitate youth and where relevant family participation, organise and deliver health promotion activities and community events to engage identified target populations.

The Community Engagement Officer will work as part of a multidisciplinary team and will be an experienced professional with considerable knowledge and experience in community engagement and youth advocacy. They will work collaboratively with all staff located at the headspace centre to help ensure the centre delivers youth-focussed services to young people.

Key Result Areas (KRAs)

Area	Tasks
Community Engagement	- Assist with the development, implementation and evaluation of an annual Community Awareness and Engagement Plan for the local centre in conjunction with the Youth Advisory Group, Consortium and Centre Leadership. - Design and coordinate events for target groups to increase the profile of headspace and deliver key messages (e.g. mental health literacy, reduced stigma, anti-discrimination, early help seeking). - Work closely with centre staff to ensure that the potential impact of any campaign/event is addressed at the planning stages so that clinical staff are available to manage increased referrals. - Assist in maintaining websites and utilising social media to develop opportunities for youth engagement and service promotion. - Produce documents and promotional material of a professional standard that comply with branding policy, suitable for external communication to a variety of target audiences. - Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress headspace and the centre toward its objectives. - Represent headspace to various agencies and professional networks, the local community and young people.
Health Promotion	- Assist in the planning, development and delivery of community-based help seeking and mental health literacy education sessions, particularly in schools. - Work with headspace clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidence based. - In partnership with the centre manager and other relevant staff develop an annual community engagement and health promotion calendar and communicate this to the team. - Assist in the organisation and delivery of relevant community events and activities such as headspace training activities, community events, promotional days/weeks (e.g. Youth Week, Mental Health Week).
Youth and Family Participation	- Facilitate the Youth Advisory Group. This includes recruiting, training and supervising young people to be involved in the headspace centre Youth Advisory Group and/or develop other mechanisms to engage young people with the work of headspace. - Facilitate the Family Reference Group. This includes recruiting and training family for the Centre Family Reference Group and/or develop other mechanisms to engage families with the work of headspace. - Work closely with the headspace centre team to ensure that the views of young people and families are integrated into service planning and service delivery.
Capability management, development and practice	- Complete headspace service evaluation strategies, including for community awareness and engagement activities. - Stay contemporary in professional competency and skills through active participation in line management, professional development and 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. - Utilise data and feedback to 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 RAV and headspace 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 organization including a positive contribution to workplace harmony and displaying cooperative team behaviour.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

	Proactively communicate, identify, report, assess OHS related risks and hazards with the centre (s).
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Facilitation and coordination of the Youth Advisory Group and Family Reference Group
- Provision of evidence based, early intervention community awareness and engagement events
- Development and implementation of the Community Awareness and Engagement Plan
- Engagement with key stakeholders and promotion of the service
- Provision of opportunities for young people and families to participate in the governance and service activities
- Compliance with the headspace Model Integrity Framework

Key Selection Criteria (KSC)

Mandatory KSC:

- Tertiary level qualifications in Health Promotion, Public Health, Community Development, Social/Behavioural Science, Social Work/Planning or a related discipline.
- Demonstrated ability to develop, coordinate, implement and evaluate community awareness and engagement programs.
- Demonstrated experience working with young people, including vulnerable young people.
- Highly developed verbal and written communication skills.
- Must have Victorian Driver's License and own vehicle.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islanders, and LGBTIQ (lesbian, gay, bisexual, transgender, intersex or questioning).
- Strong experience and expertise with social media as a communication tool.
- Experience in the not for profit/non-government sector or mental health sector
- Experience in the mental health sector.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable)

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.