

Position Description

Position Title	Youth Mental Health & Wellbeing Worker
Reporting To	Service Manager
Employment Status	Part time (0.8FTE) Permanent
Classification	SCHADS Level 3
Team/Service	Noble Park – YORS and YRRS
Direct Reports	Not applicable
Date	August 2026

PROGRAM OVERVIEW

Neami's Youth Outreach Recovery Support Service (YORS) and Youth Residential Recovery Service (YRRS) provide flexible, relational psychosocial support for young people aged 16–25 who are experiencing mental ill-health and other complex challenges. Grounded in developmentally informed, trauma-aware, and collaborative relational practice, the services focus on strengthening wellbeing, confidence and a young person's sense of safety, possibility, and connection.

Support is offered through individual engagement, shared activities and relational group work that foster belonging and opportunities for growth. Each young person's goals, identity and circumstances are recognised as unique. Workers tailor support through flexibility, creativity, and curiosity, supporting young people explore what matters to them and move towards roles, routines and relationships that feel meaningful.

YORS and YRRS also assist young people to navigate education, training, employment, daily living skills and participation in their community. Staff collaborate closely with young people, their families and supporters, and partner agencies to provide coordinated, inclusive, and developmentally appropriate support that centres young people's voice, choice and autonomy.

POSITION OVERVIEW

As a Youth Mental Health & Wellbeing Worker, you will provide tailored support to vulnerable young people living with multiple complex needs including, but not limited to mental health challenges, complex trauma, dual diagnosis, history of family violence, dual disability, gender dysphoria and eating disorders. The role utilises a developmentally appropriate informed framework to support young people to meet their individual needs utilising a range of approaches including goal-focussed coaching, connection to other relevant services and supports, facilitation of psychosocial group programs and both shared and individual support of young people during their residential stay.

Youth Mental Health & Wellbeing Workers will work collaboratively with young people to support their independence, autonomy and capacity in areas including but not limited to, mental health challenge recovery, physical health, housing, employment, education, healthy relationships and financial literacy. You will work closely with both clinical and non-clinical case managers and community organisations to deliver the best possible comprehensive service to young consumers.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide support to consumers and work in alignment to Neami's Collaborative Relational Practice (CRP) Framework and Safety and Opportunity Philosophy.
- Work collaboratively with the young person to identify their priorities and support planning that reflects the focus of care/support, regularly reviewing to ensure this remains responsive and relevant to their needs.
- Apply trauma informed practices to engage young people and develop trusting and professional relationships.
- Support and develop participants' interpersonal skills including healthy relationships, personal boundaries, emotional regulation, assertiveness and dispute resolution.
- Engage young people, using a strengths-based approach to complete wellbeing and safety plans.
- Respond to safety concerns in collaboration with the young person, colleagues and managers, including additional services/supports or emergency response where required.
- Apply de-escalation and emotional regulation skills to support safety where required including young people experiencing suicidal ideation and self-harm.
- Provide care coordination including working with other community partner organisations to deliver best possible comprehensive service to consumers.
- Respond to and escalate safety concerns in collaboration with the consumer, colleagues and managers, including additional services/supports or emergency response where required (including crisis situations).
- Complete risk assessments and risk management plans collaboratively with young people.

- Assist young people to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills.
- Plan, facilitate and evaluate group recovery programs ensuring young person's needs and vulnerabilities are supported.
- Work within a person-centred approach which places the needs of the young person at the centre of decision-making about care, and considers the needs and perspectives of family, carers and supporters.
- Provide direct practical support to young people so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, self-care, budgeting skills, shopping, maintaining the home, utilising public transport, study and work engagement.
- Seek to learn about the young person's interests, their connections with family and friends and sensitively work together to build their capacity to be part of their community.
- Apply knowledge and understanding of the complexities of family systems, experiences of family and domestic violence, and the relevant framework.
- Actively involve carers, family and supporters as identified by the young person in the development of the individual service plan and provide sensitive advocacy with families of young people.
- Collaborate care with team members from other organisations including clinical, justice and AOD services to ensure wrap around support for young person living with multiple complex needs.
- Engage with referrers to gather feedback regarding safety, support considerations and readiness of potential program participants.
- Work closely with referrers, case managers, and other services to deliver integrated and holistic support to young people including responding to safety concerns.
- Support the young person to access government services based on need.
- Ensure all administrative requirements including case notes, assessments, recovery plans, and incident reports are completed within the required timeframe.
- Facilitate regular house meetings supporting dispute management and resolution.
- Enable co-learning relationship with students who are completing their placement within the organisation.
- Ensure the safety and wellbeing of all program participants including daily welfare check ins.
- Hold appropriate first aid certificate and provide appropriate first aid when needed.
- Provide appropriate outreach support to young people.
- Evaluate risk to the consumer and workers present including contacting appropriate crisis response service where applicable.
- Develop supportive exit plan with the young person, relevant housing providers and other relevant support services to ensure young people have the support and skills to manage key aspects of their life and wellbeing to sustain their accommodation.
- Provide information, guidance and support to young people sourcing new housing upon exiting the program.
- Serve as an active advocate for young people's rights and needs within the community and care settings. Represent their interests in planning meetings, care reviews, and when interacting with other service providers or stakeholders'.
- Deliver carer and family identified support groups as required.

Participate Fully as a Team Member

- Using the team approach to support work, cooperate closely with team members to ensure continuity of care and provision of a comprehensive service to young people.
- Complete documentation in a timely manner.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities.
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Minimum Cert IV in a related field and/or equivalent experience working in a relevant setting.
- Demonstrates an interest and understanding of others and relates well to people at all levels including the impact of trauma, mental distress and social determinants on health and wellbeing.
- Ability to establish respectful professional relationships that have clear boundaries with young people, staff and partner organisations.
- Proven ability to work autonomously within set guidelines with minimal supervision.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to Prioritise multiple tasks to meet conflicting deadlines.
- Ability to think and react quickly and appropriately in challenging and often unexpected situations.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner.
- Ability to adapt communication style to meet the needs of a diverse range of people and identifies changing needs within a group.
- Relevant transferrable skills and experience.
- Knowledge of trauma informed care.
- Strong computer literacy and written communication skills.
- A valid Working with Children Check.
- A valid Australian driver's license.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.