

Position Description

Work and Study Specialist Aboriginal and/ or Torres Strait Islander

Division	Vocational Programs	Level	HS4
Reports to	Work and Study Coordinator	HPSS Stream	Support services

about headspace

headspace is Australia's National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year olds.

Each year, headspace helps thousands of young people access vital support through our headspace centres in communities across Australia, our online and phone counselling services, our vocational services, and our presence in schools.

our vision An Australia where every young person's mental health and wellbeing are valued and supported.

our purpose headspace is expert in the design and delivery of youth mental health services. Our purpose is to strengthen the mental health and wellbeing of all young people by delivering services and programs that respond to their changing, diverse needs.

the headspace way At headspace, we have a strong and purpose led culture, guided by our values and the headspace way. Learn more about the headspace way [here](#)

Find out more about headspace, who we are, our services, and our values [here](#)

about the role

headspace Work and Study provides vocational support to young people to help them reach their work and/or study goals. Using an online platform that is accessible right across the country, the Work and Study Specialist will work directly with young people via phone, webchat, email and video chat. The service is clinically integrated with a team of mental health clinicians and strong connections to headspace Centres ensuring the program is holistic and tailored to a young person's needs.

Work and Study Specialists work with small caseloads of young people at any one time, with a range of goals, from finding work through to finishing their study or developing a career pathway.

Specialists support young people with accessing educational institutions (TAFEs, schools and universities), employers and local community health and employment services. A critical focus is assisting young people with managing their work/study with their mental health and wellbeing. Determination to get the best outcome for the young person is an essential and critical trait of the Work and Study Specialist.

Young people access the service through headspace Centres, eheadspace (headspace's online clinical service) and external community organisations. The program uses a strengths-based model and



participation is voluntary. The service is committed to working with Aboriginal and/or Torres Strait Islander Young people and their communities and has existing Aboriginal and Torres Strait Islander Work and Study Specialists on the team. Primary access to these caseloads is provided to Aboriginal and/or Torres Strait Islander young people, however the Specialist may also work with non-Aboriginal and/or Torres Strait Islander young people based on service demand at any one time.

The Work and Study Specialist role requires a highly motivated and determined individual who has experience working with young Aboriginal and/or Torres Strait Islander people. The role requires the ability to look outside the square to create innovative ways to engage young people to ensure they reach their work/study goals. It requires an approach that invests in a young person's motivations and strengths by providing individually intensive, pro-active and focussed support. The service is focussed on clinical integration and holistic support, with Clinical Advisors on the team to provide clinical care to young people and clinical consultation and guidance to staff.

This position will maintain and strengthen community and headspace centre connections to ensure Aboriginal and/or Torres Strait Islander young people are aware of and engaging in the service.

The position will also play an important role in ensuring that the service is welcoming, culturally appropriate and safe. This will include building upon existing referral pathways in communities and strengthening our service delivery to Aboriginal and/or Torres Strait Islander young people.

headspace Work and Study sits within the Vocational Programs Division through headspace National. Work and Study Specialists report through to a Work and Study Coordinator and work with a small team of fellow Specialists. Due to the online and accessible nature of the service, Work and Study Specialists may work remotely or in an office setting within their local area.

It is an operational requirement that this position is occupied by an Aboriginal and/or Torres Strait Islander person.

key responsibilities

- Deliver online work and study support that includes career planning, development of job seeking tools and resources, direct marketing and engagement with employers, assistance with study skills and enrolment applications. This also includes follow up support once a young person achieves an outcome.
- Provide referrals to and liaise with external service providers to support young people (eg. Centrelink, housing organisations, mental health support).
- Engage in and initiate clinical consultation, collaboration and escalation with clinicians to provide integrated work/study and mental health/wellbeing support for young people.
- Maintain appropriate records including the collection of all essential data and clear and concise notes.
- Liaise and promote the service with key referral agencies for Aboriginal and/or Torres Strait Islander young people including headspace Centres, eheadspace, community organisations and other identified referral partners.
- Participate in ongoing planning, development and implementation of the service eg. team projects, with a focus on service improvement for Aboriginal and/or Torres Strait Islander young people.
- Participate in ongoing professional learning and development relevant to the role.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture
- Other duties consistent with the position where required and/or requested by the Work and Study Coordinator.
- Comply with our Code of Conduct and Values



selection criteria

The following criteria **must** be met to be considered for this position.

- It is an essential operational requirement that this position is occupied by an Aboriginal and Torres Strait Islander person. *
- Qualifications or equivalent work experience in a relevant discipline (eg. education support, career guidance, youth work, health).
- Demonstrated experience providing young people with direct service assistance, for example; education support, career guidance, recruitment or other related support services to help a young person reach their goals.
- Experience in providing direct support and engaging and building trust with Aboriginal and/or Torres Strait Islander people and community organisations.
- Working knowledge of the employment/social support service landscape including Centrelink, Inclusive Employment Australia and Workforce Australia.
- Capacity to work autonomously and independently to manage a caseload of vulnerable young people, this may include working remotely from home or within an office location, as negotiated.
- Working knowledge of the common mental health and wellbeing issues experienced by young people and specifically Aboriginal and/or Torres Strait Islander young people.
- Strong case management skills including proficient organisation and time management skills.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders that includes employers, educational institutions and community service providers.
- Access to a safe and confidential space to work from where you can conduct phone calls of a sensitive nature, and reliable internet connection for conducting video conferencing.

The following criteria are **not essential** to be considered for this position but may be an advantage.

- Existing community connections with Aboriginal and/or Torres Strait Islander youth organisations and services within their local area.
- Experience in the not for profit and/or public health sector within their local area.
- A broad understanding of the mental health support system in Australia.

** Please note, this position may only be performed by an Aboriginal or Torres Strait Islander person. This is a necessary special measure that intends to secure adequate advancement of Aboriginal and Torres Strait Islander groups and individuals and promote substantive equality, in accordance with the Racial Discrimination Act 1975 (Cth).*

mandatory licences, registrations and/or compliance certifications

The following criteria **must** be met to be considered for this position.

- Maintain a satisfactory National Criminal History check
- The incumbent must hold a valid Working with Children Check (WWCC) for all Australian states and territories, except for New South Wales and Tasmania, unless residing in either of these states.

our commitments and expectations

At headspace, we are committed to creating safe, inclusive and high-quality programs and services for young people and their families. We strive to create a workplace where everyone feels safe, respected and supported. Everyone at headspace plays a part in upholding the values and principles that guide our work every day.

First Nations Strategy

headspace is committed to ensuring that our services are culturally safe and responsive to the needs of First Nations young people, their families, communities, and First Nations Staff across all headspace services. We are Accountable to our



First Nations Strategy and guided by our Principled Approach - a series of eight principles: **Self Determination, Value, Relationships, Collaboration & Partnership, Cultural Connection & Consultation, The Journey is Important, Allyship** and **Lead with Integrity**. This work is led by First Nations voices, supported by strong allyship, and shared across all parts of the organisation – from our model of care and workforce to governance and partnerships.

Child Safety

At headspace, we're committed to creating a safe, inclusive and supportive environment for all children and young people. Everyone at headspace plays a role in ensuring the safety and wellbeing of children and young people is a priority. We take our duty of care seriously, act early to prevent harm and have zero tolerance for child abuse, harm and neglect.

Diversity and Inclusion

headspace is committed to eliminating all forms of discrimination in its programs and services. headspace celebrates and values all identities, experiences, cultures, abilities, faiths, bodies, sexualities, and gender identities through continuous reflection and ongoing improvement. headspace celebrates and values the diverse and intersectional living experiences of lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQA+) young people, family and communities.

Quality and Safety Responsibilities

We deliver safe, high-quality services that make a meaningful difference in the lives of young people. Every employee plays a role in supporting safe, inclusive, person-centred care by following policies, raising concerns, and contributing to a culture of continuous improvement. We comply with relevant standards, legislation, and work within our scope to achieve the best outcomes for young people, families and communities.

Approved by:		Date:	
Agreed by:		Date:	

