

Title of Role:	Community Engagement & Youth Participation Officer	Type of Appointment:	Fixed Term Part – Time until June 2027
Business Unit:	headspace	Position Number:	Youth Engagement Officer - PN 00581 - FRA
Division:	Frankston	Classification Level:	5
Program Name:	headspace Frankston	Award Type	SCHCADS

Organisational overview

Youth Support + Advocacy Service (YSAS) is one of Australia's largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people and are committed to protecting young people from harm or abuse who come into contact with and/or access our service.

At YSAS we are committed to people of a diversity of backgrounds and identities being included, represented, and having the opportunity to participate equally in the life of our organisation and the communities in which we provide our services. We strive to create the conditions where people feel safe, enfranchised and valued. We value lived-experience wisdom, insight, and knowledge.

headspace is commissioned by South Eastern Melbourne Primary Health Network through Australian Government Promoting Better Mental Health – Youth Mental Health Initiative funding. As the lead agency, YSAS is the signatory organisation and fund holder for headspace Collingwood, headspace Frankston (inclusive of the headspace Rosebud satellite site), and as such is the employer organisation.

headspace is based around a consortium model, in which the headspace centre brings together key local organisations experienced in the delivery of primary care, mental health, alcohol and drug services, social welfare and vocational education for young people. This strategic alliance aims to establish a localised community of collaborative youth services improving access for young people aged 12-25 years at risk or suffering from mental health and alcohol and other drug issues

Position Purpose

Community Engagement & Youth Participation Officer (CEYP) role is integral in supporting access and engagement of young people and families to the services and programs offered at headspace and partner agencies. This role is based at Frankston, and coordinates in-centre and outreach-based community engagement activities, information, resources and help. This role is responsible for coordinating community engagement activities, health promoting and awareness raising communications via our headspace Frankston website and social media channels; facilitation of our Youth Advisory Committee and establishment of a new Family & Friends Advisory Committee in collaboration with headspace Rosebud CEYP Officer.

As a service that works closely with our community, the Community Engagement role serves as a link with local young people, families, groups, agencies and schools and works collaborative with key youth workers and other team members within our team. Activities include health promotion, mental health literacy, fundraising, promotion of help seeking behaviours and the organisation and promotion of events such as Mental Health Week and headspace Day.

Reporting relationship

This role reports to	Youth & Diversity Team Leader
Direct reports	This role has as no direct reports.

Key working relationships / interactions	
External	Within YSAS [<i>beyond immediate team members</i>]
Young people aged 12-25, their families and carers	headspace Youth Advisory Committee (YAC)
headspace centre network and national office support services	headspace primary platform clinicians & YSAS program staff
Local Youth Service partner agencies	Frankston Broader Leadership Group
	YSAS Youth Participation committee and Crew

Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Service Delivery	- Maintenance and dissemination of print materials, information sheets, flyers and posters in centre and with local service partners and other stakeholders. - Coordination of awareness day campaigns, community engagement and education requests - Facilitate the Youth Advisory Committee(YAC), including recruitment, training and meeting organisation in collaboration with the headspace Rosebud CEYP Officer - Assist the YAC in their consultation role - Support the coordination, establishment and administration of in person group programs with Access clinicians and other key stakeholders at headspace Frankston - Maintain local youth services and network information to the headspace team - Coordinate the maintenance of an up to date headspace Frankston welcome kit for young people and Family & friends. - Provide education., information and resources to support employers to better understand the needs and presenting issues of young people The CE&YP Officer will support the headspace Frankston service team with; - Coordination of locally focused engagement, awareness and education sessions based on local population priorities, presenting or emerging needs of young people. - Promotion of headspace digital services, online resources and campaigns - Maintenance of centre website, social media, and waiting room digital communication and promotions	- In partnership with manager and other relevant staff develop an annual community engagement and health promotion calendar - Monitor work plan KPIs for community awareness and engagement activities for headspace Frankston - All community engagement requests are responded to in a timely manner - YAC meetings held fortnightly with agenda and minutes documented - Coordinate annual YAC training activities - YAC members engaged in service, site and program consultation and feedback at least quarterly - YAC members are supported to be compliant with HR requirements - Administer and support content creation of headspace Frankston website and social media accounts - Produce documents and promotional material of a professional standard that comply with branding policy, suitable for external communication to a variety of target audiences. - Provide monthly team meeting updates on local youth service activities and work plan priorities

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Stakeholder Engagement	- Engage with headspace and other in-reaching services at Frankston to provide updates on youth engagement and awareness raising initiatives locally - Represent headspace to various agencies and professional networks, the local community and young people. - Develop and maintain relationships with local agencies, services and schools - Act as the point of contact with services requiring information or support around youth mental health literacy - Actively represent headspace Frankston in the local community - Maintain headspace Frankston worker knowledge and utilisation of headspace campaign materials and resources - Liaise with IPS, headspace Work & Study and other local service providers to identify resources and supports available to pathway YP to support employability	- Attend Youth Service Network Meetings as scheduled (Frankston) - Deliver headspace 101 sessions to a range of local schools, services and community groups - Maintain a contact list of local youth services, secondary schools, employment & education providers - Maintain an up to date register of current service information and resources - Attend local Advisory Committee meetings as delegated
Awareness, Education and Brief Intervention	- Facilitate brief intervention and peer supported small group programs to young people - Inform the priorities and implement a health promotion & literacy program, guided by the Community Engagement & Communication Strategy - Facilitate or coordinate the provision of information, resources and brief interventions relating to mental health, drug and alcohol or other youth health issues to schools, community organisations or community events as directed. - Develop and deliver tailored education sessions to local community groups as required	- Facilitate access to brief intervention group programs locally based on identified needs of YP - disseminate multi-modal health promoting information, resources and brief intervention sessions - Inform and support the facilitation of hsF community engagement activities - Inform and support the facilitation of mental health literacy sessions in the community - Co-develop social media content with headspace programs
Continuous improvement, collaboration & teamwork	- Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. - Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. - Undertake any other reasonable tasks as directed by the Manager - To actively take on managers feedback from time to time	- Regular review of work processes - Quality and strength of collaborative work across teams and functions - New processes and initiatives introduced

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Compliance	- Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained - Complete all mandatory and scheduled training as requested	- Work activities comply with relevant legislation, YSAS policies and operating quality standards - Mandated and scheduled training up to date
Workplace safety and wellbeing	- Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace - Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies - Promote and maintain a safe wellbeing culture and working environment within your area	- Role model safe work practices at all times - Actively support and promote safety and wellbeing - Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible
Qualifications, Skills, and Experience		
Qualifications, certifications, professional registration, licences required for role: Tertiary qualifications in Youth Work, Social Work, Psychology or other health/welfare related qualification		
Knowledge and experience - Experience in youth work practice, preferably at a local level - Experience in delivery of brief interventions or health promoting programs to individuals, within a group and community engagement environment - Demonstrated experience and understanding of young people's needs in relation to mental health, drug & alcohol, work & study, physical & sexual health - Experience in the facilitation of youth focused community engagement and participation activities - Experience in the use of social media to promote, connect and engage with diverse communities e.g. Facebook, Instagram, website - Commitment to youth participation and amplifying young voices.		
Skills - knowledge of adolescent development and the social and health needs of young people - well organised and able to flex and manage competing priorities and deadlines - Able to communicate with internal and external stakeholders with confidence, assertiveness and humility, and seen as a credible source of advice - excellent written and oral communication skills, and high level computer literacy skills - ability to work independently and as part of a multidisciplinary team - Strong analytical thinking and problem solving skills and ability to deliver innovative solutions - comprehensive knowledge of services, programs and initiatives relevant for young people in the community - Ability to facilitate group programs and complete public speaking activities with confidence		
Personal qualities and attributes		
What our young people request from our workers - Driven by a genuine passion to support young people and their families - Empathetic, an active listener and non-judgmental - Ability to build an authentic human connection with young people with a holistic, flexible, and adaptable approach		

- Relatable and able to build trusting relationships.

Other attributes

- A team player, able to work in a collaborative way across the organisation and with external partners
- Analytical and organised
- Operates with tact, sensitivity and discretion
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation
- Commitment to YSAS' values with a working style that reflects these

Key Selection Criteria

1. Demonstrated experience and understanding of Youth Participation frameworks and principles
2. Experience in delivery of brief interventions, health promoting programs and educational materials to individuals, groups and the broader community
3. Demonstrated experience and understanding of young people's needs in relation to mental health, drug & alcohol, work & study, physical & sexual health
4. Experience in the use of social media to promote, connect and engage with diverse audiences
5. Well-developed written and verbal communication skills, including ability to facilitate group programs and speak publicly in community forums
6. Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.

Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, candidates must provide assurance and evidence of:

- Working with Children's Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Victoria driver's licence
- Certified copies of all relevant qualifications.

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time
- Child Safety commitments and regulatory obligations.

Other:

- Some out of hours work required
- Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS' operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant / /

(Print name) (Signature) (Date)

Acknowledged by line manager / /

(Print name) (Signature & title) (Date)

Job and Person Specification Approval

...../...../..... DELEGATE (Executive)