

Position Description

Position Title:	Youth Access Worker
Service/Program:	headspace
Approved By:	General Manager Client Services and 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 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.

Position Specifications

Service: headspace

headspace provides information, support and services to young people aged 12-25, and their families. Services cover 4 core areas: mental health and wellbeing, physical and sexual health, work and study support, and alcohol and other drug services

Line manager	Centre Manager
Manages	Nil
Key external liaison	Young people, their families and friends that access the Centre, headspace National Office staff, Consortium partner organisations and staff, local youth, health and community service providers, schools and staff, other headspace centre staff, other external partners and key stakeholders
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

As one of the first points of contact 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 and their families.

The role involves assessing a young person's needs, including complex risk assessment and the ability to action a plan to mitigate any identified risk. The Youth Access Worker participates in regular clinical supervision and will be required to present and discuss cases with the multidisciplinary team.

The Youth Access Worker will have a direct role in the engagement, assessment and coordination of care for young people accessing headspace services and support service integration, both internally and externally, via collaborative care and referral of young people to appropriate programs. This position will support headspace's 'no wrong door' approach for youth mental health and wellbeing.

Key Result Areas (KRAs)

Area	Tasks
Professional work	• 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 and family inclusive manner, building trusting and respectful therapeutic relationships with young people. • 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. • 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 in the client's Electronic Medical Record. • Engage young people as active participants in their care planning, treatment goals, and service evaluation. • Collaborate with young people and actively engage with family members, where appropriate and with consent, to promote collaborative care, as partners in planning, decision-making, and service delivery. • Work within a family-inclusive framework while upholding the young person's autonomy and confidentiality. • Ensure services are culturally safe, youth-friendly, and inclusive of diverse backgrounds, identities, and lived experiences. • Provide families with relevant information, education, and referrals to family support services. • Promote a welcoming and inclusive environment for families and carers who attend the service. • Conduct risk assessments including assessment of suicide risk and violence risk, developing action plans, in collaboration with the Clinical Lead and/or Centre Manager to mitigate any risks, and provide follow up support and referral for treatment. • Delivering the agreed number of sessions at the times negotiated. • Maintain timely, accurate and current electronic medical records, ensuring documentation meets professional and organisational 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. • Support young people to access accurate, youth-friendly Alcohol and Other Drugs (AOD) information and refer to internal clinicians or external AOD services when needed. • Maintain accurate documentation of AOD-related concerns, resources provided, and referrals made. • Work alongside the community engagement team to represent headspace and promote the centre's services at community awareness events.
Capability management, development and practice	• Actively seek and review outcome data and client experience measures and use this information to improve practice and achieve improved outcomes. • Stay contemporary in professional competency and skills through active participation in supervision, professional development and Clinical Care Planning meetings.
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. • Proactively communicate, identify, report, assess OHS related risks and hazards

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.

	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)

- Delivery of professional, high-quality clinical services to clients.
- Efficient processing/completion of client data and information into the Electronic Medical Record and databases and the ability to utilise effective time management skills.
- Effective participation in supervision (individual and group) and professional practice development.
- Compliance with and demonstrated understanding of relevant legislation, policies, workplace health and safety practices, and confidentiality requirements.
- Ability to utilise strong interpersonal skills to effectively engage with young people, families and diverse stakeholders, fostering a welcoming and inclusive environment.

Key Selection Criteria (KSC)

Mandatory KSC:

- 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.
- Ability and experience to undertake intake and screening activities to determine client needs, and to assist clients to access appropriate services.
- Ability and experience in conducting risk assessments, including assessing suicide and violence risks and capacity to develop action plans that mitigate these risks.
- Ability and experience to deliver brief therapeutic interventions, counselling services and treatment planning.
- Experience in the youth/and or mental health sector.
- 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:

- Current full registration with the Australian Health Practitioner Regulations Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).
- Experience working in a multidisciplinary team environment and providing collaborative client care.
- Knowledge and undertaking of youth mental health direct service delivery, including related evidence-based interventions and clinical practice.
- Exceptional interpersonal skills with the ability to work with a diverse range of people and the ability to engage with young people and advocate on their behalf.
- Excellent organisation and time management skills, including the ability to prioritise and manage multiple and completing 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.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff.
- 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.).

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.

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