Position Description

Position Title:	First Nations Social Emotional Wellbeing Worker
Service/Program:	headspace
Approved By:	General Manager Operations
Date Effective:	December 2023

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 Social and Emotional Wellbeing Worker position is to support the headspace team to effectively engage, screen, assess, refer, co-facilitate group work and psychoeducation in relation to life and social skills and coordinate care for First Nations young people aged 12-25 years. Relationships Australia Victoria recognises the Aboriginal and Torres Strait Islander Peoples as the First Nations Peoples of Australia. 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

Line manager	Centre Manager headspace, Bairnsdale / Wonthaggi
Manages	N/A
Key external liaison	Young People, their families and friends that access the Centre, headspace National office staff, Gippsland Primary Health Networks staff, Consortium partner organisations and staff, local youth, health and community service providers, schools and staff other external (non-RAV) headspace centre staff, Government departments, ministers and staff, other external partners, vendors, providers and key stakeholders.
Note: Reporting arrangements may change from time to time to meet business requirements	

Position Summary
This role has primary responsibility for providing strength-based culturally safe support and mentoring to First Nations young people, aged 12-25 years, requiring assertive mental health support. The Social and Emotional Wellbeing Worker will provide support to young people and their families/friends within a goal-oriented, young person-centred approach to access mental health treatment, therapeutic interventions, and care coordination provided by headspace services.

The position seeks to reduce stigma and identify and address barriers that may impact on First Nations young people's engagement and access to mental health care. A component of this position will be around increasing understanding of the impact of mental health and physical health issues and to providing First Nations young people with a positive experience of help-seeking in collaboration with the wider headspace service. The position will also help to increase community awareness of mental health challenges among First Nations young people and communities, through the facilitation, organisation and delivery of health promotion activities and community events. This role is inclusive of working with all young people at headspace as indicated.

The Social and Emotional Wellbeing Worker works under supervision as part of a multidisciplinary team, including general practitioners, allied health clinicians, community engagement officer and support staff. They will also work closely with local community and partner youth and health services to provide holistic and integrated care.

Key Result Areas (KRAs)

Area	Tasks
Client and Service delivery	• Relate to young people in a manner which is relevant and appropriate to their development and cognitive level of functioning and provide services in a youth friendly manner. • Under supervision deliver the agreed number of sessions at the times negotiated. • Ensure that service delivery complies with the appropriate policies and procedures as set out in the headspace Clinical Practice Manual. • Co facilitation of small group work and/or psychoeducation in relation to life and social skills in accordance with need.
Assessment, record keeping and reporting	• Support the clinical team to ensure that assessments are conducted in a culturally appropriate manner for First Nations young people presenting to the service. • Under supervision from the clinical team ensure that any work undertaken by clients is documented as required on the young person's file. • Under supervision participate in the access and intake system, responding to phone calls and enquires, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
Referrals and external engagement (for pathways)	• Work with treating practitioners and/or allied health professionals to provide cultural advice, practical support, advocacy, and resources and follow up with clients. • Under supervision refer young people to internal and external services as appropriate and provide follow up support. • Work alongside the community engagement team to represent headspace and promote the centre services at community awareness events.
Community Engagement	• 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.
Policies procedures and systems	• Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	• Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
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)

- Provision of professional, high-quality services to clients.
- Efficient processing/completion of client details into client management system and effective record keeping.
- Effective participation in supervision (individual and group) and professional practice development.
- Positive feedback from clients on services provided.
- Prompt reporting of notifiable incidents to the Clinical Leader and Centre Manager.
- Compliance with headspace and RAV organisational policies and procedures.

Key Selection Criteria (KSC)

Mandatory KSC:

- Diploma level qualifications in relevant field such as youth work, community services, alcohol and drug, mental health support or social welfare or Certificate IV Mental Health or equivalent mental health training and experience and/or relevant and equivalent experience working within a health, education, or youth setting.
- Demonstrated knowledge and understanding of working with First Nations People and their community.
- Work closely with clinicians to undertake intake and screening activities to determine client needs, and to assist clients to access appropriate services.

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.

- Excellent communication and interpersonal skills with the ability to work with a diverse range of people, the ability to engage with young people and advocate on their behalf.
- High level of professionalism, confidentiality, and discretion.
- 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:

- Knowledge about headspace or experience working in a youth service environment.
- Previous professional development and/or training, demonstrating the development of skills, experience, and knowledge in the field.
- Experience in the youth and/or mental health sector.
- Good problem solving and decision-making skills.
- Previous experience working in a culturally diverse business environment, demonstrating empathy with the delivery of services.
- Ability to work independently, within a team environment.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable) This is an Aboriginal designated position, classified under the Equal Opportunity Act (2010) Section 12 - Special Measures. Only Aboriginal and/or Torres Strait Islander people will be considered eligible applicants.

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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