



Part 1 - Community Engagement & Participation Coordinator

This document explains the work of the headspace Community Engagement & Participation Coordinator

Position:	Community Engagement & Participation Coordinator
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs
Industrial Instrument Name:	Dependant on candidate discipline
Instrument Classification:	As above
Reports to:	headspace Services Manager
Effective Date:	January 2025

About headspace

headspace is funded by the Australian Government through Primary Health Tasmania under the Promoting Better Mental Health – Youth Mental Health Initiative. The objectives of **headspace** are to improve access for young people to mental health and related services, and to ensure better coordination between such services, by:

- providing holistic services through headspace sites; increasing the community's capacity to identify young people with mental ill-health and related problems as early as possible.
- encouraging help-seeking by young people and their family.
- providing evidence-based, high-quality services delivered by well-trained professionals; and providing a mechanism for service coordination and integration within communities and at a federal and state/territory government level.
- headspace provides service to young people aged 12-25 years old, and their family/carer network that is youth & family friendly and operates in line with the vision and values of headspace National & EACH, whilst meeting National certification under the headspace Trademark License Deed.

Position Summary

This role is to build engagement and awareness about mental health and wellbeing of young people in the local community. From delivering workshops within community, leading community events and working with like-minded key stakeholders your work will be diverse and impactful. This role will work across both the headspace primary service on the Eastern Shore of the Hobart region and the Early Psychosis service in Tasmania.

We are privileged to be able to work on the traditional lands of lutruwita Tasmania and connect with the community on the eastern shore of nipaluna Hobart.



Key Deliverables

Service Development, Promotion & Evaluation

- Ensure genuine youth engagement in headspace by providing leadership and support to the local headspace Youth Reference Group and taking a lead role in working with youth agencies across the region.
- Engage with specialists, GPs, schools, youth hubs, community groups and other primary health care stakeholder's providers in support of care for young people accessing services.
- Increase mental health literacy among young people, their friends and families/carers and the broader community.
- Plan and coordinate group programs for young people across the local headspace service.
- Promote the physical, personal, educational and social development of young people aged 12 to 25 years within the catchment.
- Develop programs which aim to engage and empower young people to act on issues affecting their lives including physical and mental health, education and drug and alcohol issues.
- Develop youth-oriented health promotion activities that promote good mental wellbeing and opportunities for social connection and engagement.
- Implement activities which target identified youth populations, which promote early help seeking and/or facilitate engagement with the headspace services.
- Maintain active CALD, ATSI and LGBTIQ portfolios, develop and promote engagement activities targeted toward headspace service access for these young people.
- Facilitate new and innovative processes with local communities and groups to build upon community strengths and assets, identify priority community issues and develop whole of community responses to the priority issues identified within the service's strategic direction.
- Identify partnership approaches and alliances regarding young people aged 12-25.
- Prepare grant submissions, organise events and conduct other fundraising strategies designed to generate additional funding streams and programs.
- Complete administrative and data entry tasks.
- Develop a collaborative working relationship with other services relevant to young people, in particular schools (DECYP, Catholic, Christian and Private Schools).
- Work within a multi-disciplinary team environment consisting of GPs, Psychologists, Nurses and other Allied Health Workers.
- Work within and uphold the mission, vision and values of headspace National and the standards of Youth Mental Health Foundation as communicated by headspace National.
- Develop and work to annual work plans and provide quarterly updates to the headspace Services Manager.
- Attend and participate in fortnightly supervision with the headspace Services Manager.
- Write reports as required for internal/external use (ie. headspace National Office, funding bodies, Consortium).
- Participate in staff meetings and staff training as required.
- Provide the community with resources, education and access information on the headspace Early Psychosis Program.



Leadership

- Provide day to day guidance and support to the community engagement staff, reference group members of the headspace service with support from the Clinical Lead and headspace Services Manager.
- Coordinate headspace staff to assist with community engagement activities.
- Oversee line management support of any additional community engagement students and/or staff.
- Monitor service delivery in community to ensure young people, their families and community members receive up to date and evident based information on the headspace and Early Psychosis Programs.
- Provide support, supervision and direction to peer support workers, community engagement staff and/or students and foster a positive mentoring culture.

Youth and family participation

- Recruit, train, supervise and support young people to be involved in the headspace Youth Reference Group and/or develop other mechanisms to engage young people with the work of headspace.
- Oversee line management support of the peer workforce – youth and family workers.
- Work closely with the headspace centre team to ensure that the views of young people and families are integrated into service planning and service delivery.

Qualifications and skills

- Psychologists who have full and current registration to practice with AHPRA.
- Social Workers holding an approved Social Work Qualification (Bachelor/ Master of Social Work) and who are registered with AASW.
- Occupational Therapists who have full and current professional registration to practice with AHPRA, and who have completed additional mental health specific training.
- Mental Health Nurse's, who have completed additional training in mental health.
- Excellent time management and organisational skills.
- High level of computer literacy utilising MS Office applications (Word, Excel and Outlook) and the ability to work from electronic medical records and the headspace Minimum Data Set (hapi).
- High level of social media marketing skills including the ability to create and edit content (e.g. Instagram stories/ reel posts).
- Demonstrated experience working with young people with mental health, alcohol and other drug, and other social challenges.
- Demonstrated experience coordinating and facilitating youth programs, events and activities within a community setting, and within an allocated budget.
- Strong experience and expertise with social media as a communication tool.
- Demonstrated ability to develop, implement and evaluate community awareness programs.
- Exceptional ability to engage and communicate to groups of people, tailoring communication to suit a specific target group or age range.
- Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islanders, young men, youth homelessness and LGBTIQ (lesbian, gay, bisexual, transgender, intersex or questioning).
- Broad knowledge of the range of services available to young people in the local government, health, education, employment and youth sectors.
- State based Working with Vulnerable People Registration as an employee.
- Current state-based driver's licence.
- Current First Aid Certificate and Mental Health First Aid Certificate (preferred).



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POSITION DESCRIPTION	
Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment
- (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.



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- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.