

**POSITION DESCRIPTION – Mental Health Coach****Part 1 – Expectations for Your Role**

Position	Mental Health Coach
Service / Program	headspace Casey Cardinia
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Intake & Brief Intervention Team Leader
Effective Date	August 2025

Key Deliverables

- Support family & friends to help young people overcome barriers to service engagement by offering professional and timely appropriate care. While also providing integrated service navigation and case coordination. This could be facilitated by offering psychoeducation and practical support.
- Assist with reducing wait times by completing phone screens or in person appointments with family & friends of young people. Engage with young people at a need's basis.
- Engage family & friends of young people on the access call back list through sharing of information such as, while you wait options.
- Assist family & friends' access and receive the care, support and interventions the young people require at the time they require it. Provide the required advocacy support and assist in linking family & friends and young people with other services, where required.
- Monitor and reduce the call back list to ensure calls are undertaken in a culturally sensitive manner that takes appropriate account of cultural and linguistic diversity.
- Work closely with internal and external stakeholders involved in client's recovery to ensure collaborative approach to care.
- Engage family & friends of young people, using a strengths-based, solution-focused and recovery-oriented approach.
- Provide engaging client focussed service access & intake to family & friends and young people
 - and stakeholders. Ensure engagement is professional and timely are all within appropriate level of service.
- Support implementation and facilitation of evidence informed family & friends workshops and groups as required.
- Work collaboratively within a multidisciplinary team when required to from assessment to discharge or in single session model.
- Coordinate resources, with a clear understanding of young person's care plan objectives, with
 - frequent consultation with Team Leader.
- Complete and maintain up to date (within guidelines of Clinical Practice Manual) client notes on Each's Client Management System (Episoft).
- Ensure all standard, indirect and engagement occasions of service data are uploaded to Hapi.
- Assist with the maintenance of the wait list for young people within hapi and update client files as needed.
- Develop an expertise in headspace national service offerings (e.g. hapi, headspace connect, work & study support, eheadspace and partners in parenting), consortium agencies and key stakeholders (e.g. Orygen MOST program) to assist with staff development and promotion of services to young people.



- Engage in community engagement & community awareness activities where appropriate or requested to by headspace Casey Cardinia leadership team.
- Attend relevant stakeholder meetings, such as consortium meetings to provide a family & friends voice to relevant issues and share resources where relevant.
- Keep up to date with relevant youth sector trends, gaps and information.
- Undertake other duties as directed by the Service Manager, Clinical Lead, Intake & Brief Intervention Team Leader or Family Consultant (MH & AOD) within scope of practice based on service need.
- Ability to work on Saturdays or afterhours If required and negotiated.

Skills

- Excellent written and verbal communication;
- Exceptional customer service skills and ability to apply a person-centred approach when working alongside people with disabilities and mental health issues;
- Efficient time management;
- Ability to actively contribute to and share knowledge within a transdisciplinary team;
- Highly developed people and relationship building skills;
- Excellent active listening and interpersonal skills.

Experience and Knowledge

- Experience and passion for working with family & friends of adolescents and young adults with early stage, varied mental health presentations across the mild-moderate scale.
- Demonstrated experience in working with young people and understanding of adolescent development.
- Demonstrated experience and skill in assessing and treating young people diagnosed with moderate to more severe mental health difficulties, including effective mental state examination and risk assessment skills.
- Demonstrated clinical mental health experience in working with families to deliver therapeutic interventions.
- Experience working with young people, families & friends from diverse backgrounds including the headspace National key priority groups including CALD, Indigenous, LGBTIQ, young men, & young people at risk or experiencing homelessness.
- Previous experience in working with young people, families & friends across a range of flexible modalities including group-based intervention, telehealth & single session frameworks.
- Thorough understanding of the mental health and broader service system.

Qualification/Registrations/Licences (*Mandatory only*)

- Minimum of a relevant tertiary qualification i.e. Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health, or equivalent;
- Completion of a 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
- Current state-based driver's license

Physical Requirements

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- ability to travel between EACH locations
- Lift up to 10 kgs.

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria**Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.