

Position:	Access and Referral Worker
Directorate / Service / Program:	Youth Mental Health – Knox / Lilydale
Industrial Instrument Name:	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 4
Reports to:	Team Leader - Lilydale
Effective Date:	December 2024

Position summary

This position will work across both Knox and Lilydale headspace sites and is a crucial role within the headspace service that will be required to provide phone triage and referrals for young people accessing the headspace Knox and Lilydale services. This position will work as part of the broader headspace teams and partnering agencies. As the point of access to headspace for young people, this position will complete comprehensive screening and assessment of young people, arrange bookings with the relevant teams/services, and coordinate supported referrals for young people and their families. Risk assessment and safety planning will be a critical component of this role. This person will also triage young people and families who present as 'walk-ins'.

The position may also regularly participate in Community Development activities, including but not limited to school presentations and workshops, agency visits, and promotion of headspace Knox at community events such as Festivals. This position will contribute to the planning and implementation of activities for Youth Week, Mental Health Week, and other relevant celebrations.

Occasional after hours and weekend work may be required.

headspace Knox & headspace Lilydale

headspace is a federally funded, innovative, early intervention program that aims to build the health and well-being of young people (12-25 years). headspace is especially aimed at those who are at risk of mental health issues. We have a strong focus on physical health, mental health and drug and alcohol counselling, and support young people to engage in areas of vocation and education.

The headspace Knox & headspace Lilydale teams are vibrant, supportive, multidisciplinary teams who work collaboratively to support young people and families in the Outer East of Melbourne. The teams comprise direct employed staff in intake, community engagement, therapeutic interventions and administrative roles, as well as co-located partner agency staff and private providers.

The teams also host several student placement positions.

Deliverables

- Conduct phone triage and intake assessments with young people and their families at headspace Knox and Lilydale locations, completing Mental State Examinations and comprehensive risk assessments where appropriate
- Work closely with the headspace Knox and Lilydale teams
- Book intake assessments for young people
- Coordinate the referral of young people to services within headspace Knox and Lilydale, or to other relevant youth services in the Outer East region to ensure a coordination of care for the individual's needs
- Work within multi-disciplinary team environment, consisting of GPs, psychologists, nurses, and other allied health workers
- Advocate on behalf of the young person with other workers, schools and employers as required
- Provide 'walk in' assessments and Single Session Therapy where appropriate
- Ensure all contact is recorded within electronic medical records and the headspace minimum data set
- Support the Community Development Coordinator by participating in promotional activities, such as school/agency/community presentations, workshops, festivals, etc. as required
- Provide guidance and leadership to students on placement
- Work within and uphold the mission, vision and values of headspace and the standards of Youth Mental Health Foundation as communicated by headspace National Office generally and headspace Knox
- Attend and participate in fortnightly supervision with the headspace Team Leader
- Attend and participate in weekly consultation meetings with the psychiatrist and registrars where appropriate
- Administer data records ensuring communication and youth engagement reporting database are up to date
- Participate in staff meetings and staff training as required
- Monitor presenting concerns and identified trends, and provide updates regarding community need to headspace Leadership as requested
- Comply with all statutory and regulatory obligations including but not limited to OHS requirements, privacy/confidentiality obligations, information management as required by headspace Knox and Each
- Participate in continuous quality improvement activities and assist Clinical Manager in ensuring accreditation standards are maintained
- Maintain awareness and knowledge of relevant policy developments in health, education, social services that have an impact on young people.

The professional expertise we are looking for in this role

Skills

- Highly developed interpersonal, verbal and written communication skills
- Highly developed presentation skills
- Exceptional organisational and time management skills
- Excellent computer skills with a proficiency in the use of MS Office Applications, and the ability to work from electronic medical records
- Ability to work independently and cooperatively in a team environment
- Ability to work flexible hours including evenings and weekends.

Experience and Knowledge

- Demonstrated experience in triage, intake and risk assessments with young people
- Demonstrated knowledge and experience of single session therapy
- Demonstrated experience in working with young people

Mandatory Qualification/s, Competencies and/or Licences

- Tertiary qualifications in the social sciences (such as youth work, counselling, psychology, social work, occupational therapy or related field) and registration with the relevant governing body preferable, however not required
- 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 3 kgs etc.

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

About EACH

EACH provides an integrated range of health, disability, 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 1,300 paid employees and over 300 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
- 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.