

**POSITION DESCRIPTION – Access and Referral Worker****Part 1 – Expectations for Your Role**

Position	Access and Referral Worker
Service / Program	Youth Mental Health – Knox / Lilydale
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependent on candidate
Reports to	Team Leader – Lilydale
Effective Date	February 2026

Key Deliverables

- Complete initial screening and triage by phone with young people, their families and referrers at headspace Knox and Lilydale locations, completing Mental State Examinations and comprehensive risk assessments where appropriate.
- Book initial appointments 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 Engagement Coordinator by participating in promotional activities, such as school/agency/community presentations, workshops, festivals, etc. as required. Occasional after hours and weekend work may be required.
- 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.
- 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 Lead 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.
- Liaise with Clinical Lead to coordinate any incoming referrals relating to critical incidents.



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.

Qualification/Registrations/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

- **Office Environment:** Sit for extended periods and use office equipment.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 3 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally between Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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

- 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. These considerations extend to all of our customers inclusive of priority populations.



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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.