

**POSITION DESCRIPTION - Youth Worker****Part 1 – Expectations for Your Role**

Position	Youth Worker
Service / Program	headspace Narre Warren & Pakenham
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	July 2026

Key Deliverables

- Support young people to 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 predominately with young people.
- Provide engaging client focused service access & intake to young people and their families and stakeholders. Ensure engagement is professional and timely are all within appropriate level of service.
- Engage young people, using a strengths-based, solution-focused and recovery-oriented approach via HEADSS assessments, single session approaches or brief interventions.
- Provide interim support while young people are waiting to access for other clinical practitioners (e.g. Allied Health Providers or Intake & Brief Intervention Clinicians) at headspace.
- Engage young people on the access call back list through sharing of information such as, while you wait options.
- Ensure young people receive the care, support and interventions they require at the time they require it, by providing advocacy support and assist in linking young people with other services, where required.
- Develop an expertise in headspace National service offerings (e.g. hAPI, headspace connect, work & study support and eheadspace), consortium agencies and key stakeholders (e.g. Orygen MOST program) to provide promotion and facilitation of access to young people.
- Work closely with internal and external stakeholders involved in client's recovery to ensure collaborative approach to care.
- Support implementation and facilitation of evidence informed psycho-social groups as required.
- Assist in identifying and collating relevant resources to share across the service.
- Work collaboratively within a multidisciplinary team when required to from assessment to discharge or single session model.
- Coordinate resources, with a clear understanding of young person's care plan objectives, with frequent consultation with Team Leader or Senior Access Clinician.
- 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.



- Monitor and reduce the call back list and ensure calls are undertaken in a culturally sensitive manner that takes appropriate account of cultural and linguistic diversity.
- Engage in community engagement & community awareness activities that support headspace National key priority groups including CALD, Indigenous, LGBTIQA+, young men, & young people at risk or experiencing homelessness.
- Keep up to date with relevant youth sector trends, gaps and information.
- Undertake other duties as directed by the leadership team 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 multidisciplinary team.
- Highly developed people and relationship building skills.
- Excellent active listening and interpersonal skills.

Experience and Knowledge

- Experience and passion for working with 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 mild to moderate mental health difficulties, including 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, LGBTIQA+, 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 Certificate IV Youth Work degree/qualification, 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

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Office Mobility:** Ability to move around the office and attend meetings.



- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each locations and within the community.

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.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

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

- 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
- 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.