

**POSITION DESCRIPTION – Vocational Specialist****Part 1 – Expectations for Your Role**

Position	Vocational Specialist
Service / Program	headspace
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Vocational Service Supervisor
Effective Date	February 2026

Key Deliverables

- Work within the IPS (Individual Placement and Support) Jobs Victoria project at headspace Dandenong, under the guidance of the Vocational Service Supervisor.
- Provide youth-centred engagement and support, both in-centre and through assertive outreach, for young people experiencing mental health challenges.
- Work intensively with young people and their families, linking them to appropriate employment opportunities and offering sustained support in those roles.
- Support early intervention by helping young people with mental illness (up to age 25) to:
 - Achieve 4, 12, and 26 week employment placements, recognising 26 week outcomes as sustainable.
 - Improve health, wellbeing, and financial stability, reducing reliance on government benefits.
 - Build vocational networks in collaboration with the Vocational Service Supervisor.
- Support the Vocational Service Supervisor in delivering vocational leadership to clinical staff and developing partnerships with employers, training providers, and community organisations.
- Promote the vocational recovery program internally and externally by presenting at clinical meetings and facilitating professional development workshops.
- Establish and maintain the IPS vocational model, ensuring fidelity to its principles.
- Case manage 20 active participants, ensuring supports are tailored to individual preferences and geared toward competitive employment outcomes.
- Co-design career profiles and individual employment plans, in partnership with participants and the team.
- Conduct regular job development and search activities with young people, building strong employer relationships to ensure suitable job matches.
- Provide employer education and support and assist participants in applying for roles and preparing for interviews.
- Liaise with DES or jobactive providers when appropriate and provide in-work and post-placement support.
- Attend fortnightly supervision and contribute to the overall service model through collaboration with the headspace Dandenong and Hastings teams.
- Record participant interactions accurately in the electronic medical record system and headspace minimum data set.
- Comply with all regulatory and legislative requirements, including OHS, privacy, and data management.



- Participate in quality improvement activities and support the Service Manager with accreditation and best practice outcomes.
- Adhere to Each and headspace policies and procedures.
- Remain informed about health, education, and employment policy developments that impact young people.
- Please note: Vocational Support Worker roles are non-clinical, and workers will receive regular support from the broader headspace Dandenong team.

Skills

- Strong interpersonal, verbal, and written communication skills.
- Effective presentation skills, with the ability to engage varied audiences.
- Exceptional organisational and time management abilities.
- Computer proficiency, including Microsoft Office and electronic medical records.
- Ability to work independently and as part of a collaborative team environment.
- Flexibility to work evenings and weekends, where required.
- Willingness to learn administrative systems, software applications, and internal procedures.

Experience and Knowledge

- Experience in employment services, vocational rehabilitation, career development, or related fields.
- Career coaching experience, particularly with young people.
- Experience supporting young people and/or those experiencing mental ill-health.
- Understanding of barriers to employment and education faced by young people.
- Experience building and maintaining business relationships.
- Knowledge of the employment services sector, Centrelink, and relevant state and federal youth employment programs.

Qualification/Registrations/Licences

- Tertiary qualifications in employment services, vocational rehabilitation, career development or related fields (and professional registration, if applicable).
- Current state-based driver's licence.

Physical Requirements

- Ability to sit and work at a desk/computer for 6–8 hours per day.
- Ability to walk up stairs, where lifts are not available.
- Capacity to travel between Each/headspace sites and external appointments.
- Ability to lift and carry lightweight items (up to 3kg) such as laptops, program materials, or marketing resources.
- Capacity to engage in outreach visits, presentations, and occasional community event setup.



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

Each employee is responsible for their 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).

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.
- Ensures 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.