

**Our Vision**  
People living well  
**Our Values**

We care – We work together – We achieve – We learn – We innovate

## Position Description

<b>Name:</b>		<b>Date:</b>	
<b>Position Title:</b>	Community Awareness and Engagement Worker headspace Albury Wodonga and headspace Wangaratta		
<b>Reporting to:</b>	headspace Albury Wodonga and headspace Wangaratta Centre Manager		
<b>Direct Reports:</b>	Volunteers of headspace Albury Wodonga and headspace Wangaratta		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liases with Internally</b>	GH staff, including Quality, Risk/Compliance and People & Culture roles <ul style="list-style-type: none"> <li>• Gateway Health staff, including medical clinic</li> <li>• headspace Albury Wodonga and headspace Wangaratta staff</li> <li>• private providers, consortium agency staff and visiting staff.</li> </ul>		
<b>Liases with Externally</b>	Referring agencies Young people and their families Albury Wodonga Health and all affiliate partners		
<b>Position Context</b>	headspace Albury Wodonga commenced operations in January 2015, based at Gateway Health in Wodonga. headspace Albury Wodonga model brings together key organisations experienced in the delivery of primary care, mental health, alcohol and drug services, health and wellbeing and vocational education for young people. headspace Albury Wodonga expanded its services to establish a satellite site in Wangaratta in 2021. The headspace Albury Wodonga and headspace Wangaratta consortium comprises membership from Albury Wodonga Health, Albury Wodonga Aboriginal Health Services, The Personnel Group, Sureway, Junction Support Services, Mind Australia, YES Unlimited, The Centre, NESAY and Gateway Health as the Lead Agent. This strategic alliance aims to establish a community of collaborative youth services improving access for young people aged 12-25 years in the early intervention of mental health, work school and study, general health and wellbeing or and alcohol and other drug issues.		
<b>Organisation Context</b>	Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic). The Board of Governance provides strategic planning for Gateway Health. The Board has delegated the operational management of the Agency to the Chief Executive Officer. Executive staff provide direction, support and leadership to staff. The Executive comprises; <ul style="list-style-type: none"> <li>Chief Executive Officer</li> <li>Chief Financial Officer</li> <li>General Manager Client and Community Services</li> <li>General Manager Population Health, Planning and Performance</li> <li>Manager People and Culture</li> <li>Manager Primary Care</li> </ul> Program Managers provide immediate support and management within their program areas. Corporate services are delivered through Finance, Payroll, Information Communications Technology, People and Culture, Quality and Compliance.		
	<b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.		

<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop a collaborative working relationship</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Quality Improvement approach</li> <li>• Work within legislative and compliance framework</li> </ul> <p>Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</p>
<p><b>Best Practice</b> <i>(Knowledge &amp; application of skills required for this position. Knowledge &amp; understanding of equipment, legislation, policies &amp; procedures)</i></p>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>• Promote a youth friendly culture that welcomes all young people, family and friends accessing headspace Albury Wodonga and headspace Wangaratta.</li> <li>• Undertake consultation processes with headspace Albury Wodonga, headspace Wangaratta, the headspace consortium and the Youth Reference Group as well as other youth and welfare agencies and relevant groups to determine priorities for community engagement and awareness activities, and develop schedules of events and activities</li> <li>• Plan, implement and evaluate a range of community-based activities and events, using evidence-based health promotion/community development practice, which promote mental health in relation to the headspace 4 core streams of service delivery</li> <li>• Assist with the development, implementation and evaluation of a range of social marketing strategies (including those aimed at parents and families) designed to raise awareness of issues impacting young people, and the services of headspace Albury Wodonga, headspace Wangaratta, Gateway Health and Consortium Members</li> <li>• Coordinate and provide support to the headspace Albury Wodonga Youth Reference Group and headspace Wangaratta Youth Reference Group, including recruitment of members, assistance with meeting processes, organising training and mentoring group members as needed</li> <li>• Support local partnerships and initiatives which offer youth focussed events and activities that promote young people's health and wellbeing – in particular physical activity, nutrition, social connection and community involvement</li> <li>• In consultation with relevant young people and services, ensure the accessibility of headspace social marketing strategies to relevant audiences such as young people from Aboriginal and Torres Strait Islander or CALD backgrounds, young people who are same-sex attracted or LGBTIQ+, those of different faiths, or those from rural areas</li> </ul>	<p>The continuation of a functioning Youth Reference Group that is working on the development and skills building of young people participating, engagement in community events and provide a voice for young people and their local community needs</p> <p>Develop the Family and Friends reference group and volunteer program</p> <p>Yearly consultation and development of Community Awareness Plan regarding community needs either independently or in collaboration with other youth service providers, the youth reference group and family and friends reference group and headspace team</p> <p>The delivery of community based activities/events, four centre lead for the parent centre and two for the satellite site, per year as per the hMIF requirements and clear evaluation requirements.</p> <p>The delivery of mental health literacy session 40 per year in schools with potential to increase as discussed in the yearly work plan, for community based needs.</p> <p>Local partnership development and ongoing relationship with local partners- key target activities outlined in the work plan.</p> <p>Ensure key targeted areas have activities and are included in events promotion etc.</p> <p>Lead the team in the promotion of national campaigns.</p>

<ul style="list-style-type: none"> <li>Consult, and work in partnership with, headspace National and other relevant headspace staff to deliver headspace promotional campaigns and promote headspace services in the Albury-Wodonga and Wangaratta areas</li> </ul>	
<b>Research, Leadership and Education</b> <i>(Demonstrated experience and understanding of the need for continuation of personal &amp; professional development)</i>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Continually develop both personally and professionally own clinical knowledge, skills and understanding to meet the changing needs of your position, career and organisation.</li> <li>Attend all relevant training sessions provided by Gateway Health including mandatory training modules, ReShen induction program and headspace National Learning Centre.</li> <li>Actively participate in the organisation's Performance Management System.</li> <li>Actively participate in other training and development as required through the headspace learning centre.</li> <li>Participate in and promote research and evaluation projects conducted at headspace Albury Wodonga and headspace Wangaratta</li> </ul>	<ul style="list-style-type: none"> <li>Participate in yearly performance reviews</li> <li>Participate in yearly professional development to ensure skills building</li> <li>Completion of six learning centre session per financial year</li> <li>Have a clear evaluation plan and process for each mental health literacy activity completed</li> <li>Have a clear evaluation plan for the Youth Reference Group Activities and Family and Friends activities</li> </ul>
<b>Team, Culture Building and Communication</b> <i>(Communication &amp; interpersonal skills including liaising with internal &amp; external stakeholders)</i>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Foster and facilitate a co-operative harmonious team environment which values collaboration, quality youth focused service ensuring the wider objectives and values of Gateway Health and headspace team are adhered too.</li> <li>Provide mentorship for members of the wider team regarding the importance of community awareness and engagement in working with communities.</li> <li>Work with the team to collect themes regarding service delivery for young people and assist in designing and promote activities to support those themes</li> <li>Work with the team to coordinate their involvement, the involvement of affiliates and other Gateway Health staff in the promotion of early intervention activities and community awareness events</li> </ul>	<ul style="list-style-type: none"> <li>Implement strategies to ensure a cohesive team culture with integration of all team members</li> <li>Mentorship of at least one other staff member or student.</li> <li>Contribute to individual &amp; team work plans, including participating in yearly planning and team health activities</li> <li>Participate in the evaluation and feedback of the service delivery model or project development as required</li> <li>Have developed system to ensure team participation in community engagement and awareness activities including affiliates and Gateway Health staff</li> </ul>
<b>Clinical and Administrative Systems</b> <i>(Org processes, admin &amp; documentation requirements, professionalism &amp; timely reporting)</i>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Complete the headspace National community awareness and engagement plan yearly ensuring the plan meets the headspace Model of Integrity Framework (hMIF) and National Standards for Mental Health Services 2010 as required.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all work complies of the relevant legislation/regulations, headspace Model of Integrity Framework</li> <li>headspace Albury Wodonga, headspace Wangaratta and Gateway Health policies and procedures and other</li> </ul>

<ul style="list-style-type: none"> <li>Actively prepare and engage in regular Organisational supervision and selfcare plan</li> <li>Develop project plans for each activity that is being conducted, including a youth participation plan to ensure effective ongoing engagement with young people.</li> <li>Other duties as negotiated with Senior Clinician and Manager.</li> <li>Demonstrate ability to use initiative and skills in planning and prioritising daily activities.</li> </ul>	<p>relevant compliance requirements that meet the Model of Integrity Framework and National Standards for Mental Health Services 2010 as required</p> <p>Participate in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</p> <p>Have current Community Engagement and Awareness Plan</p> <p>Recorded attendance to regular supervision and a self-care plan</p> <p>Have a project plan for each activity that is being conducted</p>
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**Quality, Safety and Compliance**  
*(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Work within the bounds of relevant external legislation/regulations (e.g. Privacy, Fair Work, OHS, etc.) and internal policies and procedures that relate to this role and the organisation.</li> <li>Represent headspace Albury Wodonga, headspace Wangaratta and Gateway Health in a professional manner, in accordance with the code of conduct.</li> <li>Adhere to all headspace Albury Wodonga, headspace Wangaratta and Gateway Health policies and procedures including the Code of Conduct and Confidentiality Agreement.</li> <li>Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.</li> <li>Comply with all required data recording per the health records act, Gateway Health, hMIF and Murray Primary Health Network contractual obligations.</li> <li>Adhere to the Clinical Governance Framework of headspace Albury Wodonga, headspace Wangaratta and all relevant policies and procedures</li> <li>Work within the headspace National framework of early intervention, destigmatisation, diversity, inclusion, and non-discrimination.</li> <li>Ensure headspace Albury Wodonga and headspace Wangaratta meet all Branding and Language and Editing guidelines as per the Trademark Licence Deed requirements</li> <li>Use IT systems including Microsoft Office, Profile, hAPI, Ourspace Learning centre, Murray Primary Health Network Learning centre and Connx</li> </ul>	<p>Ensure all work complies with the relevant legislation/ regulations, policies and procedures.</p> <p>On every occasion headspace Albury Wodonga, headspace Wangaratta and Gateway Health is represented ethically and professionally.</p> <p>Meet all compliance requirements, with the Code of Conduct and Confidentiality Agreement</p> <p>Participate in continuous quality improvement activities and assist in ensuring accreditation standards are maintained.</p> <p>Monitor all print and social media to ensure compliance with Branding, Language and Editing guidelines</p>

**Qualifications, Skills and Other Requirements**

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>As headspace Albury Wodonga and headspace Wangaratta is a cross border service prospective employees are advised that they must have their Employee "Working with Children Check" for NSW and Victoria as a condition of employment.</li> <li>Well-developed written and verbal communication skills.</li> <li>High level of computer literacy skills.</li> <li>Current Victorian Driver's Licence.</li> <li>A current First Aid (Level 2) certificate is desirable.</li> <li>The successful applicant will be required to undergo a National Police check.</li> </ul>	<p>Up to date WWC NSW and Victoria</p> <p>Maintaining personal records and up to date information regarding qualifications and drivers licence status</p> <p>Keep Connx up to date with personal record</p>

### Key Selection Criteria

*Applicants MUST address the Selection Criteria below when completing an employment application*

#### Essential

1. Tertiary qualifications in health promotion, community development, youth, welfare, event management, behavioural or social sciences, or extensive experience in community engagement and awareness campaigns, health promotion or event management
2. Demonstrated experience in planning, implementing and evaluating community awareness initiatives, health promotion activities or event management
3. Experience with consumer engagement strategies or in working with reference groups and managing volunteers
4. High level interpersonal, communication, problem-solving and negotiation skills, and demonstrated ability to work collaboratively with a wide range of people. This includes the ability to develop, participate in and/or maintain productive and sustainable community and professional partnerships
5. Excellent skills in engaging and working with young people, including those from diverse backgrounds and/or with mental health or other needs
6. Sound knowledge of young people's developmental stages, youth mental health problems, drug and alcohol issues, the impact of trauma, and other issues which impact on young people's health and wellbeing
7. Proficiency in the use of information technology, including desktop computer systems, tablets, smart phones and social media
8. Excellent time management and organisational skills, with proven ability to prioritise, work independently and as part of a team, and seek support and assistance when required
9. Knowledge of or existing involvement with schools, community partnerships, networks and agencies relevant to young people in the Albury-Wodonga and Wangaratta region

### Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry

- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at other locations may be required
- Evening and Weekend work

### Award and Conditions

- Community Development Worker Class 2B Year (dependent on skills and experience) Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
- 38 hours per week, ongoing dependant on funding
- Initial 6 month probationary review and then annual performance appraisal
- Fixed term contract
- Based at Wodonga and Wangaratta

### Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

<b>Last Appraisal Date</b>	
<b>Next Appraisal Date</b>	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateway Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_