

Position Description	
<b>Name</b>	
<b>Position Title</b>	Community Awareness and Engagement Worker
<b>Department</b>	<b>headspace Albury Wodonga and headspace Wangaratta</b>
<b>EBA / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
<b>Classification</b>	<p>Social and Community Services Employee Level 4 – commencing salary dependant on qualifications and experience, plus 10% Superannuation</p> <p>38 hours per week, ongoing dependant on funding</p> <p>Initial 6-month probationary review and then annual performance appraisal</p> <p>Ongoing Dependent upon funding</p> <p>Initial 6-month probationary review and then annual performance appraisal.</p>
<b>Primary Site</b>	headspace Albury Wodonga and headspace Wangaratta travel to other sites required
<b>Reporting to</b>	headspace Albury Wodonga and headspace Wangaratta Manager
<b>Direct Reports</b>	Volunteers of headspace Albury Wodonga and headspace Wangaratta
<b>Budgetary Responsibilities</b>	Nil
<b>Liaises with Internally</b>	<p>Gateway Health staff, including medical clinic</p> <p>headspace Albury Wodonga and headspace Wangaratta staff – including private providers, consortium agency staff and visiting staff</p>
<b>Liaises with Externally</b>	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> <li>• Referring agencies</li> <li>• Young people and their families</li> <li>• Albury Wodonga Health</li> <li>• Community youth groups</li> <li>• Local councils</li> <li>• headspace National</li> </ul>
<b>Program Information</b>	<p>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. In 2018 headspace Albury Wodonga expanded its services to establish a satellite site in Wangaratta. The headspace Albury Wodonga and headspace Wangaratta consortium comprise the membership from Albury Wodonga Health, Albury Wodonga Aboriginal Health Services, The Personal Group, Sureway, Junction Support Services, Mind Australia, YES unlimited, NESAY, The Centre, The Bridge Youth Service 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.</p>

<b>Purpose of the role</b>	<p>This role will work with headspace local communities to increase mental health literacy and build capacity of the community to improve mental health and wellbeing for young people, while raising awareness of headspace and building on and upholding the organisations reputation.</p>
<b>About Gateway Health</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p>We <i>advocate for</i> fair and equitable access to health care and wellbeing services for all.</p> <p>We <i>respect</i> the strength of individuals and the community, and their capacity to recover from adversity.</p> <p>We <i>recognize</i> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p>We <i>actively listen</i> and work alongside the community and each other to design and deliver better solutions.</p> <p>We <i>believe</i> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p>We <i>contribute to creation of</i> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p>

	<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>	Employees are expected to, at all times: <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<b>Key Responsibilities and Accountabilities</b>	
<b>Best Practice</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 LGBTIQA+, those of different faiths, or those from rural areas</li> <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>	
<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>	

People
<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>
Clinical and Administrative Systems
<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> <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>
Personal and Professional Development
<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 Office.</li> <li>• Actively participate in the organisation's Performance Management System.</li> <li>• Actively participate in other training and development as required.</li> </ul>
Technical Skills / Industry Knowledge
<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 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>
Organisational Responsibilities
<ul style="list-style-type: none"> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> <li>• Maintain privacy and confidentiality at all times</li> <li>• Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.</li> <li>• Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.</li> <li>• Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.</li> <li>• Contribute to organisational quality activities to ensure continual review and improvement.</li> <li>• Contribute to a safe and welcoming workplace at all times.</li> </ul>

- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

### 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

### 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

#### **Mandatory Requirements**

1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, Victorian and NSW Working with Children Checks, Evidence of COVID Vaccination must be provided prior to commencement.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- 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. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- 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**

(print name):

---

**Employee**

**Signature:**

---

**Date:**

---



---