

Position Description	
Name	
Position Title	Youth Access and Engagement Worker
Department	headspace Wangaratta
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification	<p>Social and Community Awareness Employee Level 4 – commencing salary dependant on qualifications and experience, plus 10% Superannuation</p> <p>30.4 hours per week (0.8 eft) flexible days and times, with the expectation of being available to work the hours 3.00 till 6.00 in the evenings where required.</p> <p>Ongoing dependent upon funding</p> <p>Initial 6-month probationary review and then annual performance appraisal.</p>
Primary Site	Based in Wangaratta this also may include after hours
Reporting to	headspace Albury Wodonga and headspace Wangaratta Manager
Direct Reports	Nil
Budgetary Responsibilities	Nil
Liaises with Internally	Gateway Health staff, including medical clinic headspace Albury Wodonga and headspace Wangaratta staff – including private providers, consortium agency staff and visiting staff.
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> • Referring agencies • Young people and their families • Albury Wodonga Health and all affiliate partners
Program Information	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 comprises membership from Albury Wodonga Health, Albury Wodonga Aboriginal Health Services, The Personal Group, Sureway, Junction Support Services, Mind Australia, YES unlimited, NESAY, The Centre and The Bridge Youth Services, 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>Purpose of the role</p>	<p>This role is vital as the first point of contact for service offered by headspace Albury Wodonga parent centre and headspace Wangaratta satellite site. This role will be responsible for completing risk assessment, referral assessment and waiting list management. This includes young people, family and friends who present at the service for assistance or contact by email, phone and referrals from General Practitioner or other agencies. The role focuses on providing early intervention support, skills building and strategy development and ensure appropriate support are in place until counselling services are available.</p>
<p>About Gateway Health</p>	<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>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: 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>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></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</p>

	<p>gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p>Access and Engagement</p>	
<ul style="list-style-type: none"> • Be the first point of contact for the headspace Albury Wodonga and headspace Wangaratta completing all Phone Intake/ Initial screens for young people who would like to engage in headspace services, to determine which service will best suit their needs • Complete all duty tasks, including follow up for young people on waiting list and duty phone calls • Present all Phone Intake/Initial screens at allocation • Complete urgent headspace assessment at the time of contact or within 24 hours of contact, if required • Provide psycho-education, useful online support and emental health-based services for young people who may be awaiting allocation for support. • Contact and follow up all written referrals that are directed at the centre following the headspace referral process 	
<p>People</p>	
<ul style="list-style-type: none"> • 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. • Participate in and promote research and evaluation projects conducted at headspace Albury Wodonga and headspace Wangaratta. • Assist, with and when available, the provision of community awareness and engagement activities and events as offered by headspace Albury Wodonga and Wangaratta, some of which may involve out of hours work. • Active participation as a team member including maintain the team and organisational values at all time. 	
<p>Administrative and Documentation Systems</p>	
<ul style="list-style-type: none"> • Collaborate with other support services and community-based activities to integrate support and provide optimal service provision across the four core streams of headspace (mental health, physical health, alcohol and other drugs and vocational/educational support). • Complete all necessary documentation required for the role according to the clinical practice manual. • Other duties as negotiated with Senior Clinician and Manager. • Demonstrate ability to use initiative and skills in planning and prioritising daily activities. 	
<p>Compliance</p>	
<ul style="list-style-type: none"> • 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. • Represent headspace Albury Wodonga, headspace Wangaratta and Gateway Health in a professional manner, in accordance with the code of conduct. 	

- Adhere to all headspace Albury Wodonga, headspace Wangaratta and Gateway Health policies and procedures including the Code of Conduct and Confidentiality Agreement.
 - Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.
 - Comply with all required data recording per the health records act, Gateway Health and headspace National Trade Mark guidelines and Murray Primary Health Network contractual obligations.
 - Adhere to the Clinical Governance Framework of headspace Albury Wodonga and headspace Wangaratta and all relevant policies and procedures
 - Work within the headspace National framework of early intervention, destigmatisation, diversity, inclusion, and non-discrimination and the headspace Model of Integrity Framework (hMIF) and the National Mental Health Standards 2010.
- bUse IT systems including Microsoft Office, Profile, Hapi, Ourspace Learning centre, Murray Primary Health Network Learning centre and connx

Technical Skills / Industry Knowledge

- 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.
- Well-developed written and verbal communication skills.
- High level of computer literacy skills.
- Current Driver's Licence.
- A current First Aid (Level 2) certificate is desirable.
- The successful applicant will be required to undergo a National Police check.

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- 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.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activates to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- 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 and travel to other locations will be required

Key Selection Criteria

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

Essential

1. Approved tertiary qualifications in a relevant discipline, with suitability to qualify for professional registration (such as Psychology/ Provisional Psychologist, Mental Health, Social work, Youth Work, Welfare work and Occupational Therapy or other health related disciplines).
2. Passion, energy and relevant experience to make a difference to health outcomes for young people through assessment, engagement and counselling.
3. Demonstrated skills and experience in care coordination, family support or mental health key worker roles, ideally with young people in a mental health setting or with high risk, marginalised or engagement reluctance with service providers
4. Demonstrated skills in problem solving and negotiation skills especially with young people, families and service providers in the early stages of help seeking.
5. Sound knowledge of and experience in working with complex young people and their families in both an intake, case management and therapeutic role.
6. Demonstrated experience in the provision of evidence based single session intervention and different types therapeutic approaches to young people and their families with mental health and/or drug and alcohol issues.
7. Demonstrated 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
8. Skills in the use of motivational interviewing, brief interventions and/or Acceptance and Commitment Therapy
9. Highly developed report writing skills, record keeping / data management, word processing and other computer skills.
10. Excellent skills in engaging and working with young people, including those from diverse backgrounds and/or with complex needs

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, and 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:
