

Position Description	
<b>Name</b>	
<b>Position Title</b>	<b>Youth Worker</b>
<b>Department</b>	<b>headspace Albury Wodonga</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>22.8 hours per week (0.6 eft) flexible days and times, with the expectation of being available on a Tuesday</p> <p>Ongoing dependent upon funding</p> <p>Initial 6-month probationary review and then annual performance appraisal.</p>
<b>Primary Site</b>	<p>headspace Albury Wodonga</p> <p>With the possibility of working regular day at the Wangratta Site and outreach to schools may be required for direct face to face sessions, this also may include after hours.</p>
<b>Reporting to</b>	headspace Albury Wodonga and headspace Wangaratta Manager
<b>Direct Reports</b>	Nil
<b>Budgetary Responsibilities</b>	Nil
<b>Liaises with Internally</b>	Gateway Health staff, including medical clinic headspace Albury Wodonga and headspace Wangaratta staff – including private providers, consortium agency staff and visiting staff
<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>• headspace Consortium partners</li> <li>• Local schools</li> <li>• headspace youth reference group and Family and Friends Reference Group</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 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>

<p><b>Purpose of the role</b></p>	<p>This role will work with young people between the ages of 12-25 and their family and friends to provide, care coordination, brief intervention skills developments, mental health awareness, support and early intervention. It involves having a case load of young people and supporting them to identified their goals and assisting them to achieve those goals.</p>
<p><b>About Gateway Health</b></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><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><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute</b> 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 gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <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.</p>

<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <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>Intake and Screening</b>	
<ul style="list-style-type: none"> <li>• Undertake bio psychosocial assessments with young people for services at headspace Albury Wodonga and headspace Wangaratta utilising the headspace assessment tool.</li> <li>• Work with young people to identify goals and provide goal-directed care coordination and care planning tasks with young people identified through the intake, engagement and rapport building processes, including family members if requested by the young person.</li> <li>• Assertive monitoring of young person’s mental health and wellbeing, conducting continuous risk assessment of young people while providing support.</li> <li>• Provide telephone initial screening, and “drop in” Duty assessment, as required.</li> <li>• Complete case formulations and present at weekly Clinical Allocation of Care Meetings as per the Clinical Practice Manual</li> <li>• Assess, Plan, implement and evaluate a range of therapeutic group programs with young people, in collaboration with other headspace Albury Wodonga and headspace Wangaratta team members or external partner agencies as appropriate</li> </ul>	
<b>Care Coordination and Intervention</b>	
<ul style="list-style-type: none"> <li>• Provide flexible service delivery using a number of evidence-based models of care, such as: single session intervention, care co-ordination, psycho education, short term interventions using Orygen Youth Mental Health Foundation Brief Intervention mental health tool kit (training provided).</li> <li>• Work from a framework of empowerment and advocacy</li> <li>• Work within an integrated service delivery model with all workers and Private Practitioner’s providing services to young people at headspace Albury Wodonga and headspace Wangaratta and providing coordination of care and/or advocacy i.e. Assisting young people to access the range of services they need either within headspace Albury Wodonga and headspace Wangaratta or to external agencies.</li> <li>• Providing occasional outreach service when required and working across the headspace sites and in schools</li> <li>• Support the service provision of the Albury and Wodonga Projects</li> <li>• Use evidence- based intervention/treatment/support approaches, to young people and their families where appropriate, as defined by the needs determined by assessment.</li> <li>• Liaise with and advocate with external stakeholders within the community, particularly for family support for referral and shared care for young people and their families.</li> <li>• Provide relevant mental health related information, psycho-education for mental health and drug and alcohol problems, information on services available and how to access these to young people, families and the wider community.</li> <li>• Provide young people with information of their human rights and advocate for young people’s human rights</li> <li>• Provide psycho-education, useful online support and other supports for young people who may be awaiting allocation to an Allied Health Practitioners.</li> <li>• Advocate on behalf of young people with other workers, schools, employers to enhance service access- attend schools and to form relationships with appropriate staff to better advocate for young people</li> <li>• Attend Youth Reference Group meetings when necessary, to discuss clinical service improvement, restructure, etc. To get perspective from young people for continual service delivery improvement.</li> </ul>	

### People / Clinical and Administrative Systems

- Actively monitor and develop strategies to manage client list in accordance with service demand.
- Actively contribute to the development of goal orientated case plans with young people and their families where applicable.
- Actively prepare and engage in regular supervision with the Clinical Lead. Assist facilitation of monthly scheduled peer reflective supervision.
- Preparation and participation in staff meetings, clinical case review.
- Participate in the ongoing planning, development and implementation of Clinical Services and integration at headspace Albury Wodonga and headspace Wangaratta.
- 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).
- Other duties as negotiated with Senior Clinician and Manager.

### Compliance

- 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 and headspace Wangaratta and Gateway Health in a professional manner, in accordance with the code of conduct.
- Adhere to all headspace Albury Wodonga and headspace Wangaratta and Gateway Health' policies and procedures, including the Code of Conduct, Clinical Governance frame Work, Clinical Practice manual 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 Youth Affairs Council of Victoria code of ethical practice- code attached. Main principles: the empowerment of young people
- Young people's participation
- Social justice for young people
- The safety of young people
- Respect for young people's human dignity
- and worth
- Young people's connectedness to important
- People in their lives, such as family and community
- Positive health and wellbeing outcomes for Young People
- 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.
- Use IT systems including Microsoft Office, Profile, Hapi, Ourspace Learning centre, Murray Primary Health Network Learning centre and connx

### Personal and Professional Development

- Continually develop both personally and professionally own clinical knowledge, skills and understanding to meet the changing needs of your position, career and organisation.
- Attend all relevant training sessions provided by Gateway Health including mandatory training modules, ReSHen induction program and headspace National Office.
- Actively participate in the organisation's Performance Management System.
- Actively participate in other training and development as required.

### 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 activities 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

- Approved tertiary qualifications in a relevant discipline, and be able to qualify for professional registration (such as Psychology/ Provisional Psychologist, Mental Health, Social work, Youth Worker, Occupational Therapy or other health related disciplines).
- Passion, energy and relevant experience to make a difference to health outcomes for young people through assessment, engagement and counselling.

- Demonstrated skills and experience in care coordination, group work, 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
- Demonstrated skills in problem solving and negotiation skills especially with young people, families and service providers in the early stages of help seeking. Sound knowledge of and experience in working with complex young people and their families in both an intake, case management and therapeutic role
- Demonstrated experience in the provision of evidence based therapeutic approaches to young people and their families with mental health and/or drug and alcohol issues.
- 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
- Skills in the use of motivational interviewing, brief interventions and/or Acceptance and Commitment Therapy
- Highly developed report writing skills, record keeping / data management, word processing and other computer skills.
- 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):

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**Employee**  
**Signature:**

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**Date:**

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