



POSITION TITLE:	Youth Mental Health Worker
POSITION NUMBER:	HS004
CLASSIFICATION:	SCHADS Level 4
TEAM /DIVISION:	headspace – Health Services Division
EMPLOYMENT CHECKS:	Current National Police Check and Working with Children Check

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities).

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Health Services Division provides early intervention health services across the following programs:

- headspace Warrnambool provides early intervention health services to young people aged 12 – 25 years along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services and community awareness and engagement strategies to reduce stigma and promote early help seeking behaviour.
- Headspace Portland is a satellite service governed by headspace Warrnambool, provides early intervention mental health services to young people aged 12 – 25 years along with assistance in promoting young peoples' wellbeing with referral pathways to physical health, work and study support and alcohol and other drug services.
- Psychological Therapy Services for 12 years and under; 12 years and over and suicide prevention.
- Doctors in Secondary School (DiSS) at Brauer College and outreach GP services on site at Warrnambool College and South West TAFE.
- Enhancing Mental Health Support in Schools Program – in allocated schools in the south west region.
- Youth Severe – an early intervention and time limited specialised assessment and treatment service for young people 12 – 25 years who experience emerging or current mental health problems; have a persistent and enduring mental illness, including severe mental illness; and aid their recovery.
- Drug and Alcohol Responding Early (DARE) for young people at risk of substance use aged 12 - 25 across the south west region.

- WILD adventure therapy program for young people aged 12 - 25 at risk of substance use and mental health problems.

Brophy Family and Youth Services is the Lead Agency for the headspace Warrnambool Consortium.

PRIMARY PURPOSE OF ROLE

The Youth Mental Health Worker is responsible for the delivery of a range of evidence-based interventions and youth friendly models that facilitate early help-seeking behaviour and seamless access to early intervention health and well-being services across four three service platforms;

- Primary Health Care
- Mental Health
- Drug and Alcohol
- Vocational Assistance

Key strategies to be employed will include, but are not limited to;

- Undertake assessments with young people and facilitate seamless access to services
- Use of creative and assertive approaches to engage young people in early help-seeking behaviour including counselling and group work, care coordination, family work and brief interventions.
- Delivery of psychological therapy interventions within approved scope of practice.
- Delivery of community awareness, mental health literacy and youth participation activities.

The Youth Mental Health Worker is required to promote and represent the program within appropriate service and community networks, to develop strong working relationships with other agencies, including government and non-government organisation, community, education and health sectors and Consortium agencies. The position will act as an advocate for the program when developing innovative and flexible responses that deliver improved outcomes for young people.

In this role, the position is expected to have a sound knowledge of the practice frameworks and principles and processes of relevant legislation pertaining to young people at risk.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for young people.

This position works closely with the headspace team and other Brophy program areas. Subsequently, this position requires an ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries. The role is required to maintain accurate records, expected to actively participate in and contribute to program service planning and evaluation along with all annual improvement activities to achieve program and organisational outcomes.

It is expected that this role will maintain a client load.

As this position regularly engages with external stakeholders, the incumbent must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region.

REPORTS TO

The position reports to and is supervised by the Clinical Lead

KEY RESPONSIBILITIES

Personal and Professional

- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training both personally and professionally.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- In conjunction with the Line Manager ensure compliance with the relevant program Service Standards.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Community of Practice to ensure integrity of the agreed model of service delivery.

Technical Skills

- Conduct assessments with young people and assist with access to a range of services that meet the health, social and vocational needs of young people at the headspace site, schools and other youth friendly environments.
- Deliver evidence based therapeutic interventions (within approved scope of practice) to young people and family inclusive practice where appropriate.
- Use creative and assertive approaches to engage young people to seek help early to support their needs.
- Facilitate and evaluate the delivery of therapeutic group programs to support young people's access to services and transitional pathways to meet their goals.
- Facilitate and evaluate the provision of information relating to mental health, drug and alcohol or other health issues to individuals, family and friends and organisations through community awareness activities and social media.
- Assist in the delivery of community awareness and youth participation annual plan and strategies.
- Contribute to the development of key performance indicators, measures and monitoring systems to ensure service outcomes are achieved and evaluated utilising Brophy's accountability framework.
- Assist in ways to capture, communicate and share innovative ideas and practices.
- Maintain positive relationships with schools, community groups, service agencies and youth related sectors to facilitate referral pathways to headspace services.
- Represent headspace at local network meetings as required.
- Ensure self and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Promote the program's services and the Agency throughout the region.
- Maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.

Continuous Quality Improvement

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Support the Line Manager to promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Participate in and at times facilitate daily and weekly team meetings and team planning days.
- Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff as required in the absence of the Line Manager.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems

- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications

Essential:

- A minimum tertiary qualification in psychology, counselling, youth work, social work or related health qualifications. Eligibility to pursue accredited pathways is highly desired.
- A current Drivers Licence.
- Ability to obtain Working with Children Check, and National Police Check (and International Police Check if required).

Experience, Skills and Abilities

Desirable:

The successful candidate will have the best combination of the following characteristics:

- Previous experience working with young people in a health, youth or community setting.
- Knowledge of mental health as it relates to young people and intervention options for young people experiencing high prevalence mental health problems.
- Demonstrated knowledge and experience in youth engagement and the application of evidence-based, early intervention therapeutic models.
- Demonstrated ability to make timely and sound case work decisions and assessments regarding the needs of young people at risk.
- Experience in the delivery of therapeutic group programs for young people.
- Knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Proven organisational skills including the ability to handle a variety of tasks concurrently and within specific timelines.
- A high performer who displays initiative and is motivated and enthusiastic in responding to change to achieve program outcomes.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations to negotiate and advocate on behalf of young people.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Anne Waters
POSITION: Executive Manager – Health Services
DATE: 10/07/2019

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ___/___/___