



POSITION TITLE:	Youth Access and Early Intervention Worker- headspace Portland
POSITION NUMBER:	HS009
POSITION LOCATION:	Portland
CLASSIFICATION:	SCHADS Level 4
TEAM /DIVISION:	Access and Engagement (headspace) – Health Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check.

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a 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 and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

Brophy actively values and promotes diversity in our community and affirms our commitment to 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), and are accredited under the Rainbow Tick Standards for LGBTIQ⁺ inclusive practice.

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

DIVISION AND PROGRAM OVERVIEW

The Health Services Division at Brophy provides early intervention health and wellbeing services operating under the headspace model 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. We endeavour to promote community awareness and engagement strategies to reduce stigma and early help seeking behaviour.
- headspace Portland is a satellite service governed by headspace Warrnambool, providing an early intervention mental health service 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.

- headspace Hamilton outreach services governed by headspace Warrnambool, provides early intervention mental health services to young people aged 12 – 25 years at nominated schools in Hamilton.
- Enhancing Mental Health Support in Schools Program – in allocated schools in the south west region.
- Early Psychosis Prevention and Intervention Program – 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 harm from substance use aged 12 - 25 across the south west region incorporating WILD adventure therapy interventions for young people aged 12 - 25 at risk of substance use and mental health presentations.
- Headspace Work and Study that integrates employment and vocational support with clinical mental health and non-vocational support, for young people engaged in headspace services, who are seeking to enter or remain in education or employment.
- Headspace Early Career Program delivers allied health student mental health placements and graduates employment to headspace Warrnambool providing comprehensive youth mental health education; and professional clinical supervision with the aim to increase the number of trained mental health clinicians to deliver headspace services in the future.

Brophy Family and Youth Services are the Lead Agency for the headspace Warrnambool Consortium and the Portland Advisory Committees.

PRIMARY PURPOSE OF ROLE

The Youth Access and Early Intervention 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 mental health, Alcohol and Other Drugs (AoD) and wellbeing services across all relevant programs and services.

The Youth Access and Early Intervention Worker will maintain a client caseload, and will deliver high quality early intervention services, within scope of practice, that are culturally appropriate and family inclusive and which support young people and their families and friends to build the knowledge and skills to improve and maintain their mental wellbeing and resilience.

The position is required to undertake training in psychosocial assessment, risk assessment and risk management, in addition to Brief Intervention models of psychological therapy, and to participate in regular supervision and multi-disciplinary case review meetings.

Key strategies to be employed will include:

- Undertake psycho-social assessments to identify presenting needs and formulate goals that are developmentally appropriate to young people's needs.
- Facilitating seamless access to services through internal and external systems.
- Use creative and assertive approaches to engage young people in early help seeking behaviour including counselling, care coordination, family work, brief interventions and single session interventions, group work, use of digital supports and peer-led services.
- Provide interim support for those waiting for allocation for higher intensity interventions.
- Delivery of community awareness, mental health literacy and youth participation activities.

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.

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.

The role will require the holder to participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery

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 and accountable for the delivery of high quality and evidenced based interventions to support young people's health and wellbeing outcomes.

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 Manager- Access and Early Intervention Team.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- 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 to ensure integrity of the agreed model of service delivery.

Technical Skills

- Provide a welcoming and responsive first point of contact for young people, their families, carers and other agencies seeking services.
- Under the supervision of the Manager- Access and Early Intervention , use a range of assessment and screening tools to support the completion of quality assessments and risk assessments with young people presenting to the service
- Under the supervision of the Manager- Access and Early Intervention , develop safety plans applicable to young people's presenting risk needs, developing action plans to mitigate any risks and provide follow up support and referral to appropriate services
- Work collaboratively with other members of the headspace team, family and friends and other agencies to determine support or service needs and implementation of client care plan outcomes.
- Deliver evidence based therapeutic early interventions (within approved scope of practice) to young people and family inclusive practice where appropriate, including single session therapy or brief intervention and group work responses as required.
- Deliver interim supports, including review of mental state and risk.
- Facilitate the use of appropriate digital supports, including online and apps.
- Facilitate access to peer supports, including family and friends peer support.
- Participate in client review processes as required.
- Ensure the timely and accurate completion of electronic client records, including program minimum data set systems and documented in accordance with practice standards.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- Use creative and assertive approaches to engage young people to seek help early to support their needs.
- Contribute to 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.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- 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.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

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

Access and Engagement Youth Early Intervention Worker (HS009)

Last Updated: October 2023 Next Review Date: October 2024

Essential:

- Relevant tertiary qualifications (BA minimum) in social work, psychology, youth work or equivalent.
- A current Drivers Licence.

Experience, Skills and Abilities

Desirable:

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

- Ability to undertake comprehensive assessments and formulation of goals and treatment plans with young people experiencing common mental health issues and/or substance use and to identify risk, and undertake risk assessment and safety planning.
- Ability to deliver single session interventions, brief interventions, and group work.
- Proven organisational skills including the ability to handle a variety of tasks concurrently and within specific timelines.
- Ability to function in a multi-disciplinary team and to establish effective relationships with staff, clients, parents, significant others and workers in community agencies.
- Displays initiative and is motivated and enthusiastic in responding to change to achieve program outcomes.
- Knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- 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.
- The ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.

AUTHORISED BY

NAME: Penny Bolton
POSITION: Executive Manager – Health Services
DATE: October 2023

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ____/____/____