



<b>POSITION TITLE:</b>	<b>Individual Placement Support (IPS) Work and Study Coach</b>
<b>POSITION NUMBER:</b>	<b>HS044</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 4</b>
<b>TEAM/DIVISION:</b>	<b>headspace - Health Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## 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. At Brophy young people will be supported to express their culture and enjoy their cultural rights. Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

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 LGBTIQA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQA+ 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 and AoD programs and services for young people across the south west region of Victoria.

Programs include Drug and Alcohol Responding Early (DARE), WILD adventure therapy interventions, Youth Enhanced Services (YES), Enhancing Mental Health Support in Schools Program, and headspace.

Brophy is the Lead Agency for the headspace Warrnambool centre and headspace Portland which is a satellite service governed by headspace Warrnambool, and the headspace Hamilton centre. For further information about these centres, visit: [headspace Warrnambool | Youth Mental Health Centre & Services](#) and [headspace Portland | Youth Mental Health Centre & Services](#).

For more information about the programs offered by the Health Services Division at Brophy, visit: [Our Programs - Brophy Family and Youth Services](#).

For more information about headspace, visit: <https://headspace.org.au>.

This role delivers services as part of the headspace Work and Study Individual Placement Support (IPS) program which 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.

## PRIMARY PURPOSE OF ROLE

The objective of the headspace Work and Study Individual Placement Support (IPS) Program is to improve the educational and employment outcomes of young people with mental illness up to the age of 25, who are at risk of disengaging from education or employment and who are at risk of long-term welfare dependency.

The IPS Work and Study Coach will work as part of the headspace Warrnambool and Portland multidisciplinary team and with external stakeholders to assist young people to transition into employment, and provide ongoing mentoring and post placement support.

The role will be responsible for collection of appropriate data and record keeping and reporting in line with program requirements to support the project evaluation.

This role will support headspace clients in Warrnambool and Portland, and will include travel in the region.

The role requires an experienced and highly motivated individual who can effectively engage, liaise and negotiate competing demands and achieve deliverables within timelines and to the required service standards outlined in the IPS fidelity model.

## 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, through effective integrated care pathways and evidence improved outcomes for young people

The position is required to work autonomously and within a team, with a high level of accountability in delivering vocational support and as part of a multidisciplinary team, to deliver IPS services in accordance with quality frameworks, funding requirements and Brophy clinical governance and accreditation frameworks.

## REPORTS TO

The position reports to and is supervised by the Manager - Youth Early Intervention Programs

## 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.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate actively 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 timely response to referrals from the headspace clinical team in relation to young people experiencing mental illness who require supported transition into employment.
- Deliver the IPS fidelity model of vocational assistance to young people (aged up to 25 years) with mental illness.
- Manage a working caseload of 20 young people with a mental illness; including liaison with clinical teams, families and employers in an ongoing and professional manner to achieve positive outcomes.
- Assist young people to identify, find and keep competitive employment and or study consistent with their interests, capabilities and vocational goals.
- Develop employment transition plans for individuals (that are inclusive of and work alongside other employment service providers) that address barriers to accessing and maintaining employment consistent with the individual's interests, skills, experience and capabilities.
- Assist in the development of an effective referral and timely feedback system between service providers.
- Maintain data collection and record keeping in line with the program and organisational standards.
- Develop and maintain strong networks and communication pathways with service providers, including mental health and vocational service providers and employers.
- Actively communicate and share knowledge with other headspace team members to ensure quality and improvement services.
- Effectively market and present the IPS Program to internal and relevant external stakeholders and referral pathways across the youth sector.
- Identify, liaise with and develop productive relationships with prospective employers.
- Ensure a high level of compliance 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.

- Maintain a youth friendly environment, information and promotion in accordance with operational standards.

#### Customer Service

- Promote the program's services and the Agency throughout the region.
- Develop and 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.
- Demonstrate an understanding of rural communities and the issues they face.

#### Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of Brophy 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.
- Participate in the development, implementation and review of quality improvement initiatives.
- Promote evidence-based practice and processes and the use of process and outcome measurement.
- Support the development, integration and review of IPS policies and procedures.
- Ensure work practice meets the IPS Fidelity model and accurate information is provided during the evaluation of the services.

#### Team Work and Communication

- Support 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

- 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

- Tertiary Qualification in relevant field (minimum Diploma level)
- A current Victorian Drivers Licence.

### Experience, Skills and Abilities

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

- Demonstrated experience working with young people in the vocational services sector and supporting young people with mental health issues to achieve positive outcomes.
- Demonstrated experience with stakeholder engagement across the community and employment sector and demonstrated partnership building and negotiation skills.
- Excellent client engagement skills, including the ability to provide youth-friendly, welcoming and client-centered services for young people.
- Demonstrated experience in supporting service evaluation and associated activities including data collection and compliance activities.
- A broad understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures
- Ability to work effectively in a multidisciplinary team environment and work co-operatively to achieve team outcomes.
- High-level written and verbal communication skills, including the ability to adapt communication styles for different audiences.
- Excellent organizational and time-management skills.
- Evidence of an ability to work independently with minimal supervision, as well as within a broader team environment.
- Ability to work well in a busy environment managing multiple competing demands and deliver to agreed timelines.
- High level computer proficiency with attention to detail and accuracy, particularly using word processing, spreadsheet and database applications.
- Knowledge of health and welfare issues affecting young people (desirable).

**AUTHORISED BY**

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POSITION: Executive Manager – Health Services  
DATE: June 2025