



POSITION TITLE:	Youth Enhanced Service (YES) Navigator
POSITION NUMBER:	HS079
POSITION LOCATION:	Hamilton
CLASSIFICATION:	SCHADS Level 5 (Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	headspace Hamilton / Health Services
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^A (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ^A 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. For further information about these centres, visit: [headspace Warrnambool | Youth Mental Health Centre & Services](#) and [headspace Portland | Youth Mental Health Centre & Services](#).

During 2024/25, the Division will establish and launch a headspace Centre in Hamilton. Once established, the Centre will provide services across the four core streams of mental health, physical and sexual health, educational and vocational support, and alcohol and other drug 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>.

PRIMARY PURPOSE OF ROLE

The Youth Enhanced Service (YES) is an early intervention and time limited specialist assessment and treatment service for young people 12 – 25 years in Warrnambool who experience current or emerging mental health problems, persistent and enduring mental health difficulties including severe mental illness, complex mental illness, and/or an elevated risk of suicide.

The YES program is based on the Youth Enhanced model, which includes seven underpinning principles: young person-centred, shared decision making, relational and engagement focused, socially inclusive and culturally accessible, trauma informed, family inclusive; and functional and vocational recovery focussed.

The YES Navigator works with the allocated mental health clinician and other members of the multi-disciplinary team, and supports young people by using case management and assertive and outreach approaches to access a range of holistic supports, including linking with headspace services, community supports and, if required, to access tertiary services and/or longer-term support.

The YES Navigator will be responsible for coordinating the delivery and evaluation of a range of early intervention treatment responses aimed at minimising the risk or exacerbation or relapse of YES clients. These include group work, family programs and (family) peer support, and incorporate community education and awareness with the aim to increase community literacy and reduce the duration of untreated mental illness.

The YES Navigator will be responsible for the effective coordination of the program, based on the YES evidenced based model, including ensuring the service is integrated into the existing headspace service system, and can meet the local needs of young people and their families in Hamilton.

Central to the role is coordinating the program model and service plan outcomes to ensure it delivers flexible approaches including home-based care, outreach, access to appropriate community supports, continuing care management and psychological interventions and streamlined access to inpatient and sub-acute services.

The role will also be responsible for ensuring all services provided are responsive to issues of diversity and intersectionality and are relevant creating opportunities for young people to participate in youth participation programs and to provide and receive peer support.

The role will develop and support referral pathways within headspace, Brophy and key partner organisations to support young people's recovery and enhance ongoing continuing care, including general health; problematic substance use and educational and vocational needs.

The YES Navigator will work with a multidisciplinary team to support the provision of safe, evidence-based best practice in accordance with Brophy's clinical governance systems and service standards to ensure youth friendly, culturally appropriate and family inclusive services are delivered and aligned with young people's mental health and wellbeing needs.

The role will actively contribute to 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 an active caseload of 15 new young people at any one time, and an overall new client caseload of 25 new young people per year; and is accountable for the coordinated 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 Clinical Lead, headspace Hamilton.

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.
- Assist in the development of the program's professional development plan.
- Participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Deliver assessment and short-to-medium term multidisciplinary interventions with a view to progressively linking the young person into appropriate longer-term care arrangements, as necessary, in a planned and coordinated manner.
- Deliver a range of early intervention treatment responses including group work, family programs and family peer support via flexible approaches including home-based care and outreach, as determined by individual wellness plans.
- Support access to services for a range of holistic needs, including general healthcare, alcohol and other drug services, and education and employment.
- Convene regular care team meetings with the multi-disciplinary team, to support coordinated care planning.
- Assist the Clinical Lead to effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements.
- Coordinate the implementation of an annual service plan to effectively manage positive outcomes for a caseload, in accordance with funding KPIs.
- Develop pathways and interventions to enhance cultural awareness, safety and competence in the provision of services in collaboration with Aboriginal Community Controlled Organisations.
- Develop and undertake regular review of wellness plans with young people and their families to support safe and coordinated transition of care according to the changing needs of each young person.
- Utilise and report on outcomes measures to monitor client's progress towards identified goals, and program effectiveness.
- Coordinate the delivery of education and awareness to increase literacy and minimise the risk of exacerbation, relapse and functional decline associated with emerging severe mental health issues, aligned with key protective supports identified in young people's individual recovery goals and plan.
- Develop youth participation opportunities for young people to provide feedback and contribute to the design of 'youth friendly' services and minimise factors to reduce stigma.
- Ensure the involvement of young people and families or significant others are central to safe and coordinated care planning
- Ensure all registrations, minimum data sets and progress reports are completed and submitted in accordance with funding reporting requirements.
- Review program outcomes in consultation with the Clinical Lead to identify improvements to quality, safety and outcomes for young people and funding requirements.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area and BFYS clinical governance systems.
- 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 programs 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.
- Seek regular consumer feedback regarding the effectiveness of the program services.
- 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

- Assist headspace Warrnambool on providing feedback on service delivery, quality improvements and future planning.
- 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 Clinical Lead to promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Lead in ways to capture, communicate and share innovative ideas and practices.
- Participate in daily and weekly team meetings and team planning days.
- Model appropriate leadership behaviours to all workers across the Agency.
- 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 your 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.
- 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:

- Tertiary Diploma or Bachelor degree in a relevant discipline (for example Occupational Therapy, Social Work, Psychology or Mental Health Nursing, Alcohol and Other Drugs, or Counselling);
- Minimum of two years' experience of working in mental health; and
- A current Drivers Licence.

Experience, Skills and Abilities

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

- A minimum of two years post graduate experience of providing evidenced based mental health and co-occurring AoD interventions and case management to young people and their families.
- Knowledge and links with a range of youth related community supports and networks.
- Demonstrated experience in the evaluation and continuous improvement of early intervention models that are responsive to young people from a variety of backgrounds experiencing mental health, substance use and psycho-social problems.
- Demonstrated skills and experience in managing young people at risk, including suicide and risk to others and from others.
- A high performer who displays initiative and is motivated in and enthusiastic in responding to change to achieve program outcomes.
- Demonstrated leadership skills and ability to coordinate a team approach to achieve successful service outcomes.
- Demonstrated knowledge and understanding of the mental health and AoD service system in the state and national reforms, and knowledge of relevant legislation, clinical governance systems 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.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting, with excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed timelines.

AUTHORISED BY

NAME: Penny Bolton

POSITION: Executive Manager - Health Services

DATE: February 2025.