



<b>POSITION TITLE:</b>	<b>Community Awareness and Engagement Worker (headspace Hamilton)</b>
<b>POSITION NUMBER:</b>	<b>HS061</b>
<b>POSITION LOCATION:</b>	<b>Hamilton</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 4 (Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Operations Team – 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 Brophy Youth team 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 Hamilton Centre, 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](#), [headspace Portland | Youth Mental Health Centre & Services](#) and [headspace Hamilton | Youth Mental Health Centre & Services](#).

Our headspace Centres 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 Brophy Youth team 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 Community Awareness and Engagement Worker is accountable for the promotion of services of the headspace Hamilton programs to help young people, their families and friends to get early access to health and other services. This includes young people who have or may be at risk of developing a mental health and/or substance use disorder or have economic and social recovery needs.

The Community Awareness and Engagement Worker will ensure that accessible information is provided to young people, their families and the local community to increase the capacity of young people and their community to connect with appropriate health and wellbeing supports.

This position will prepare and deliver communications (including written and public speaking elements) with the ability to engage with various-sized groups of people; tailoring communication to suit specific target groups. This includes development of targeted strategies to increase community awareness of mental health issues among young people, facilitate youth and family participation, organise and deliver health promotion activities and community events to engage identified target populations. The Community Awareness and Engagement Worker will work as part of the headspace and youth AOD multidisciplinary teams and will be an experienced professional with considerable knowledge and experience in community engagement and youth advocacy. They will work collaboratively with youth related sectors and networks and facilitate youth participation and family and friends participation in service planning, evaluation and fundraising activities.

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

This position requires some flexibility, evening and weekend work may be required.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Community Awareness and Engagement Worker will work collaboratively with and support others, maintain professionalism and actively engage with relevant stakeholders including schools and other education providers, external organisations and members of the community.

Key to this role is a commitment to deliver excellent customer service to a diverse range of young people who are at risk of or experiencing physical, mental, drug/alcohol, and/or educational or vocational challenges.

This position is based in Hamilton and will work in a collaborative and collegiate approach with other roles within the organisation. This may require travel throughout the region to connect and collaborate with the regional headspace team, stakeholders and to attend Brophy organisational meetings.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidential and professional boundaries.

## REPORTS TO

The position reports to and is supervised by the Operations Manager – headspace, located in 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.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- 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.
- 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

#### Community engagement

- Facilitate the development, implementation and evaluation of a Community Awareness and Engagement Strategy for headspace within the local community in consultation with the youth reference group, the headspace management team and other team members, and key stakeholders.
- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress headspace program objectives.
- Design and coordinate events for target groups to increase the profile of headspace and deliver key messages such as mental health literacy, reduced stigma, anti-discrimination, early help seeking behaviour.

- Design, coordinate and deliver relevant community events and activities such as headspace training activities, community events, promotional days/weeks (e.g. Youth Week, Mental Health Week, cultural days of significance, headspace national campaigns).
- Maintain websites and social media to develop opportunities for youth and stakeholder engagement and service promotion and information.
- Produce documents and promotional materials of a professional standard that comply with branding policy, suitable for external communication to a variety of audiences.
- Represent headspace and other programs to various agencies and professional networks, the local community and young people and their family and friends.

#### Health promotion

- Coordinate the planning, development and delivery of community-based help seeking and mental health literacy education sessions, including in education settings and other community groups, clubs and/or workplaces.
- Work with the headspace clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidenced-based.
- In collaboration with the line manager, other headspace team members, and the youth reference group, develop an annual community engagement and health promotion calendar.

#### Youth and family participation

- Recruit, train, supervise and support young people to be involved in the headspace Hamilton youth reference group, so they can advise on, inform and drive key projects within the service.
- Facilitate regular meetings with the headspace Hamilton youth reference group and family and friends periodic focus groups and information sessions.
- Develop, implement and evaluate a family and friends engagement strategy, so that the voices of family and friends of young people are heard within the service.
- Work closely with the headspace service team to ensure that the views of young people and families are integrated into service planning and delivery.

#### General

- Work within and report on allocated budget as directed by the line manager.
- Assist the line manager to effectively administer the program's services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.
- 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.

Assist in maintaining effective service operations by undertaking reception, administrative and operational support duties, contributing to a welcoming, responsive and efficient service environment as required Customer Service

- Seek regular consumer feedback regarding the effectiveness of the services.
- Ensure a professional standard of service provision according to the mission and values of Brophy Family and Youth Services.
- 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 and review 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 Brophy quality improvement processes and other activities to meet service and accreditation standards.

### Teamwork and Communication

- Promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Participate in relevant team meetings and team planning days.
- Participate actively in the agency coordination structure to ensure an integrated approach to service delivery and outcomes.
- Support organisational change management where innovative ideas and practises are promoted.
- 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.
- 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 may be 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 Health Promotion, Public Health, Community Development, Social/Behavioural Sciences or Social Work.
- Tertiary qualifications in Education, Events Management, Communications or Public Relations, or other relevant formal qualifications with substantial experience in a similar field will also be highly regarded.
- A current Drivers Licence.

### Experience, Skills and Abilities

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

- Demonstrated ability to work collaboratively with young people including an understanding of mental health, drug and alcohol and other health/social issues facing young people.
- Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including refugee and migrant backgrounds, Aboriginal and Torres Strait Islanders, and LGBTIQ+ young people.
- Demonstrated ability to develop, implement and evaluate activities e.g. community engagement plan, youth participation and/or group programs in consultation with line manager and broader team members.
- Project and/or event management experience, including preparation of budgets and funding proposals, project implementation and evaluation in a youth and/or community setting.
- Strong verbal and written communication skills, including experience using social and other media as communication tools.
- Excellent organisational skills including the ability to prioritise a variety of tasks concurrently and within specific timelines.
- Demonstrated 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.
- 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 365 suite of products along with experience using graphic design platforms (such as Canva).
- Demonstrated ability to maintain data utilising electronic databases.

## AUTHORISED BY

NAME: Penny Bolton  
POSITION: Executive Manager – Health Services  
DATE: July 2024