

Position Description

Position Title	Community Engagement and Awareness
Position Number	
Salary Level	Level 3 pro rata package Due to our Public Benevolent Status employees also have access to salary packaging opportunities that can significantly increase their take home pay
Duration Status	Ends 30/6/2022
Program/Team	headspace
Reports To	headspace Manager
Location	Griffith headspace
Hours of Work	60.8 p.f
Date Approved	
Approved By	

AGENCY BACKGROUND

Centacare South West NSW is a social service agency of the Catholic Church in the Diocese of Wagga Wagga, covering local regions including the Central and Lower Murrumbidgee, Central and Upper Murray and Hume Regions of Southern New South Wales. Centacare is a member of the wider network of Catholic social service organisations across Australia known as Catholic Social Services Australia.

MISSION

We actively reach out to and serve vulnerable families and individuals by:

- Providing a range of quality targeted services and programs that are flexible and responsive to needs
- Building on strengths of individuals, families and communities

- Promoting social justice and inclusion

VALUES

- Respect
- Social Justice
- Compassion
- Excellence
- Professionalism
- Commitment

POSITION PURPOSE

The **headspace** Community Engagement and Awareness Officer will work under the direction of the Centre Manager. The Community Engagement and Awareness Officer will be responsible for raising awareness about youth mental health and providing accessible information about mental health issues and service systems. This will be achieved by ensuring communication and awareness strategies cater for young people, carers, service providers and the general community including through fundraising events/activities. The outcome being that young people and the general community are more aware of mental health and related issues and that young people seek help early.

LOCATION

The position is located in Griffith, operating from the offices of **headspace**

RELATIONSHIPS

Regional Manager – Griffith and Communities, Manager **headspace** Griffith, service providers, Youth Reference Group members and members of the Family and Friends group.

KEY RESULTS AREA (Areas may include: community awareness raising including public speaking; project co-ordination; client support; service quality; fundraising; financial reporting and management; general administration; leadership.)

Key Result Area	Key Tasks
Client support	Provide a range of information and education to young people with diagnosed or emerging mental health disorders and/or drug problems.
Service Quality	In collaboration with headspace Manager, monitor and engage in community events and meetings relevant to young people. Be familiar with and comply with headspace branding policies for the promotion of any headspace planned/attended activities.

	Provide accurate and current information in relation to headspace and community events using social media, written communication and community invitation. Provide feedback to the headspace Griffith Consortium partners. Maintain a Community Engagement and Awareness Plan with details of planned activities, outcomes of activities and evaluation by young people.
Safety	Adhere and contribute to Work, Health and Safety in the workplace
Quality Assurance	Contribute to continuous improvement processes and adhere to Quality Assurance policies Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards
People and Culture	Undertake appropriate program supervision on a regular basis. Participate in Centacare's Professional Review and Planning process throughout the six-month probationary period and annually thereafter Participate in professional development and Agency activities as negotiated with the headspace Manager and Regional Manager – Griffith and Communities. Undertake any other duties as requested by the headspace Manager or Regional Manager Griffith and Communities.
Centacare Values	Consistently displays the Centacare Values: Respect, Professionalism, Excellence, Commitment and Compassion.

Qualifications

- **Essential**

- Ability to liaise and consult with GPs, other health professionals and professionals working in a variety of agencies and services
- Experience collaborating and co-ordinating with other organisations to offer services specific to improving youth health
- Knowledge and experience of community engagement / community development / fundraising event planning and achievement

- Ability to work independently in the delivery of services, but operate within a multi-disciplinary team (including general practitioners, psychologists, social workers, case managers etc)
- Proficiency with technology including the ability to use Microsoft Office applications and the capacity to quickly learn new technologies including electronic client management system packages
- **Desirable**
 - Qualifications and/or experience in welfare, social work or mental health or marketing and/or event planning

ROLE REQUIREMENTS

- ☐ Assisting in the development and implementation of a range of regional social youth engagement activities designed to raise awareness of youth mental health issues; including development of specific activities for young people requiring stakeholder engagement and evaluation
- ☐ Building and maintaining positive partnerships with key stakeholders and working collaboratively to develop and implement agreed activities
- ☐ Assisting in the promotion and increasing awareness of **headspace** Griffith, fundraising events, product and partnership support in line with **headspace** branding policies
- ☐ Proposing community events in relation to community awareness and health promotion by analysing available evidence from local, regional, state, and national data.
- ☐ Organise and run events with the dual purpose of awareness raising and fundraising for headspace Griffith.
- ☐ Plan and maintain the **headspace** Community Engagement and Awareness Plan, detailing events/activities planned, recording outcomes and ensure evaluation of those events (completed by young people engaging in activities/events)
- ☐ Ensure the accessibility of **headspace** Griffith engagement strategies to relevant audiences, such as Aboriginal and Torres Strait Islander, CALD, LGBTIQA+ community members etc
- ☐ In conjunction with the Manager, develop an events plan and schedule for target groups
- ☐ Establish and maintain partnerships with key partners and stakeholders to develop appropriate community awareness of resources and projects.
- ☐ Consulting with **headspace** Griffith stakeholders and young people on community awareness and health promotion initiatives and programs

- ☐ Engage with and promote **headspace** to young people aged 12-25 who are (or are at risk of) experiencing a mental health or drug and alcohol problem
- ☐ Facilitate access to **headspace** Griffith services for young people in need of mental health services, counselling, accommodation or education/training support
- ☐ Contribute to the development of **headspace** Griffith program strategies, plans and timelines in conjunction with the **headspace** Manager, and adhere to plans for the successful implementation of the program
- ☐ Develop material for delivery at relevant workshops, forums and meetings in consultation with the **headspace** Centre Manager
- ☐ Develop and Lead the headspace Griffith Youth Reference Group (HYRG), ensuring their input into community engagement activities, centre presentation and centre governance. Encourage representation by the YRG at headspace Consortium Meetings.
- ☐ Undertake continuing education as required to ensure job skills and knowledge remain current
- ☐ Attend scheduled meetings, conferences and work related functions within and outside usual work hours including travel to other regions where overnight stays may be required
- ☐ Contribute to a culture of continuous improvement by regularly reviewing administrative processes and procedures, and provide recommendations to improve efficiency
- ☐ Contribute to Workplace Health and Safety (WHS) by complying with the Work Health and Safety Act 2011, and the organisations WHS management system
- ☐ Other duties as directed

This position description is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the requirements of the position.

KEY SELECTION CRITERIA:

1. Tertiary qualifications in health, or behavioural/social sciences and current registration with a discipline specific board OR Qualifications or experience in Marketing/Event Planning are **preferable**

2. Demonstrated experience liaising with young people including knowledge of and sensitivity to the mental health needs of young people (12-25 years) and their families.
3. Highly developed verbal and written communication skills, high level organisational skills and the ability to engage with young people, health practitioners, external stakeholders and community
4. Proficiency with technology including the ability to use Microsoft Office applications, social media platforms and the capacity to quickly learn new technologies including electronic client management system packages
5. Current NSW Drivers Licence
6. Complete a Criminal History (provided by Centacare SouthWest NSW) and provide completed Working with Children Check

This position description is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the requirements of the position.

SELECTION PROCESS REQUIREMENTS

National Police Check

Working with Children Check Number must be provided

Two verbal reference checks from a person in a supervisory role (minimum expectation) completed prior to offer being made