

Branch	Mental Health and Wellbeing
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Team Leader headspace
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	May 2025
Approved by	Senior Manager People and Culture
Review date	May 2026

Our Values

- Integrity** Do what is right: acting fairly, honestly, openly and consistently.
- Learning** Get better at what we do: improving our knowledge and understanding.
- Inclusion** Everyone matters: valuing diversity, connection, belonging and social justice for all.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

- We** problem-solve with our customers
- We** own our actions
- We** celebrate success
- We** turn challenges into opportunities
- We** treat everyone with dignity

Position Purpose

The Service Delivery branch delivers high-quality person-centered services across the continuum of support in the focus areas of NDIS Local Area Coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Mental Health and Wellbeing stream provides specialist support services to children, young people and adults in areas such as recovery-oriented approach to mental health concern, suicide prevention, intervention and postvention, and alcohol and other drugs.

Headspace is funded by the National Youth Mental Health Foundation and the Australian Government Department of Health and Ageing under the Youth Mental Health Initiative Program. headspace aims to build resilience in young people aged 12-25 years by delivering effective youth mental health services in

partnership with young people, their families and their local communities. headspace is funded to deliver intervention across four core streams: mental health, physical health, sexual health, alcohol & other drug support and vocational/educational support.

The Yarn Safe Worker is part of the headspace program team. Their purpose is to promote the services of headspace to Aboriginal and Torres Strait Islander young people and assist with early access to health and other services. This includes Aboriginal and Torres Strait Islander 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.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Work alongside the community engagement team (including the Social and Emotional Wellbeing worker), Youth Access Workers to represent the headspace program and promote services at community awareness events, including a particular focus on Aboriginal and Torres Strait Islander young people.
- Design and coordinate activities for Aboriginal and Torres Strait Islander young people to increase the profile of headspace and deliver key messages (e.g. mental health literacy, reduced stigma, anti-discrimination, early help seeking).
- Collect, and ensure integrity of, data using relevant information systems to meet commissioning and outcome-based reporting requirements
- Develop close partnerships with Aboriginal and Torres Strait Islander organisations and community groups to improve access to headspace services for young people who require them.
- Work closely with the headspace team to ensure that the views of Aboriginal and Torres Strait Islander young people and families are integrated into service planning and service delivery.
- Comply with procedures to ensure the effective reporting of quality, safety, and risk issues and provide regular reports to ensure reporting requirements are met
- Ensure relevant mandatory reporting requirements are met in line with requirements
- Provide practice that is strengths based, person-centred, solutions-focused, culturally responsive and safe in line with Social Futures Practice Framework and National Strategic Framework for Aboriginal and Torres Strait Islander Peoples' Mental Health and Social and Emotional Wellbeing
- Provide consultation and support to headspace staff to enable them to provide culturally appropriate care to Aboriginal and Torres Strait Islander young people and their family and friends.
- Provide information to Aboriginal and Torres Strait Islander young people and their family and friends regarding the nature of mental health and substance use problems, relevant services available and how to access these.

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Building the capacity of young people, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader servicesystem and community
- Responding effectively to young people who may present with varying levels of distress and managing ownwell-being and maintaining culturally appropriate service models
- Developing and implementing innovative culturally appropriate solutions which are contingent onongoing consultation with a wide range of stakeholders

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Provide regular updates on key priorities and projects and receive guidance and direction• Identify emerging issues and risks• Report on performance against agreed measures
Team	<ul style="list-style-type: none">• Contribute to the team's achievement of its key performance indicators
External	
External customers and participants	<ul style="list-style-type: none">• Facilitate relationships to ensure services meet expected service delivery standards

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate

Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Display Courage and Resilience	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments

<p>Business Enablers</p> <p>Project Management</p>	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans
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Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Aboriginality. Social Futures considers that being Aboriginal is a genuine occupational qualification under Section 14 of the Anti-Discrimination Act of 1977 (NSW)
- Tertiary qualifications or equivalent experience in health, psychology, social work, social science or social welfare, health promotion or similar Social Science
- Demonstrated experience working with Aboriginal and Torres Strait Islander young people with mental health, alcohol and other drug, and other social issues.
- Demonstrated experience coordinating and facilitating youth programs, events and activities within an Aboriginal and Torres Strait Islander community setting.
- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and socio-economic issues affecting Aboriginal and Torres Strait Islander people.
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work

All positions will require current National Police, Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level H- Planning at a delivery and strategic level is required to coordinate a range of activities across a Business Unit
2	Freedom of the position to act (autonomy)	Level F – Decisions will normally be made by the position holder as the specialist staff/ technical expert with minimal review by the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level G – Problems are extremely complex and are solved through research and/or the application of in-depth expertise Innovative and creative solutions are required to resolve problems
4	The level of verbal communication skills required of the position	Level E - Mediate and/or negotiate issues between parties to effectively resolve problems
5	The level of written communication skills required of the position	Level F – Write complex non-standard correspondence, reports, and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level E – Catastrophic
7	Minimum level of practical experience required of the position in addition to required qualifications	Level F – Complex innovation and problem solving
8	Leadership and work coordination skills required of the position	Level G – Leadership and organisational skills are required to direct and control a Business Unit The position is responsible for team building and development and for the achievement of a broad and diverse range of goals and objectives
9	Number of employees for whom the position is accountable	Level E – Up to twenty-five people
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1