

Our Vision

We want to see a community where people can experience the opportunity to reach their full potential.

Centacare is the lead agency of headspace Port Adelaide.

headspace is Australia's National Youth Mental Health Foundation. Its goal is to improve the mental health, social wellbeing, and opportunities for work and study for young Australians aged 12 to 25.

If you require any adjustments during the recruitment process or in the workplace due to a disability or health condition, please let us know. We are happy to discuss reasonable adjustments to support your participation and success in the role.

Centacare is a Child Safe Organisation.
We put the best interests of children and young people first.

Position Information	
Employee Name:	[Insert Employee Name]
Position Title:	Youth Mental Health Worker
Responsible To:	Executive Manager, Mental Health, Counselling and Wellbeing Services, through Centre Manager, headspace Port Adelaide
Unit:	Mental Health, Counselling and Wellbeing Services
Award:	SCHADS Award 2010
Classification	Social and Community Services Employee Level 4

Position Description & Responsibilities
<p>headspace is Australia's National Youth Mental Health Foundation and provides support to young people aged 12-25 experiencing mild to moderate or emerging mental health concerns. The multidisciplinary team at headspace Port Adelaide provide free services to work to improve mental health, social, vocational, alcohol and other drug, and educational outcomes for young people.</p> <p>About the position</p> <p>Working in a multidisciplinary team, the Youth Mental Health Worker will provide psychosocial assessment, risk assessment and management, and evidence-based mental health interventions to young people with mild to moderate or emerging mental health concerns to improve youth mental health and wellbeing outcomes.</p>

Qualifications and Conditions	
Essential	<ul style="list-style-type: none"> Degree in Social Work, Registered Psychologist, Mental Health OT, Mental Health Nurse, or equivalent degree level qualification. A valid Department of Human Services (DHS) Working with Children Check. A valid Drivers Licence. Experience using evidence-based mental health approaches, such as Cognitive Behavioural Therapy (CBT) or similar psychological interventions.
Desirable	<ul style="list-style-type: none"> Experience working with young people aged 12–25, including their families and support networks. Experience using the Mastercare electronic client record system.

	<ul style="list-style-type: none"> • Familiarity with headspace service models or similar youth-focused mental health frameworks. • Experience developing and facilitating groups. • Experience providing family inclusive practice.
Special Conditions	<ul style="list-style-type: none"> • Some out of hours work will be required. • Willingness to grey fleet vehicle if required.

Position Expectations

- Demonstrated understanding of psychosocial assessment and suicide risk assessment and management.
- Demonstrated understanding of psychological interventions such as cognitive behavioural therapy and other evidence-based mental health interventions.
- Demonstrated understanding of alcohol and other drugs harm minimisation strategies, assessment and interventions.
- Demonstrated understanding of the principles of family-inclusive practice.
- Demonstrated understanding of the development of young people and how this is impacted by mental health concerns.
- Demonstrated understanding of the principles of client-centred; goal-focused, and recovery-oriented practice.
- Demonstrated skills in working in a multi-disciplinary team and engaging with internal and external stakeholders.
- Demonstrated understanding of working in a culturally safe manner with priority groups including Aboriginal and Torres Strait Islander, culturally and linguistically diverse, and LGBTIQ+ young people.
- Demonstrated understanding of the principles of early intervention and stepped care.

Key clinical and service delivery

- Maintain a case load of clients, provide intake assessments, contribute to triage and duty work when required and be involved in group work when required.
- Provide clinical services in accordance with the headspace model and utilising evidence-based practice.
- Provide clinical care for clients with a range of mental health presentations.
- Participate in clinical reviews.
- Develop caring, trauma informed, supportive, and professional relationships with young people.
- Promote and contribute to a professional environment conducive to effective counselling, therapy, support, and case coordination.
- Be involved in developing and facilitating group programs as required to meet the needs of the young person.
- Maintain records, in the agreed format and within expected timeframes, that clearly document activities undertaken.
- Ensure all documentation is comprehensive, factual and complies with relevant legislation, professional guidelines and organisational policies.
- Manage and report risks.
- Provide risk assessment and escalate risk appropriately.
- Collaborate with the leadership team regarding issues that may arise regarding effective service delivery and assist in the coordination of the implementation of strategies to address these.
- Contribute to service delivery streamlining and improvement in processes and procedures.

Other tasks:

- Participate in team meetings and case review meetings.
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
- Participate in professional development and training as required.
- Follow all Lead Agency policies and procedures.
- Adhere to the headspace Model Integrity Framework (hMIF).
- Work in a culturally secure and appropriate way.
- Other duties consistent with the position where required and/or requested by management from time to time.

Organisational Expectations**Integrity and Quality**

At Centacare we value integrity and quality in everything we do. This means you will:

- Act in line with Centacare's values and our Code of Conduct.
- Always keep client information private and maintain professional boundaries. This means following all ethical guidelines, legal rules, and our organisation's policies.
- Represent Centacare positively, both inside and outside the organisation, by showing a strong understanding of what we do.
- Be aware of the relevant laws and policies that apply to your role.
- Follow all our policies and procedures, including those related to workplace health and safety.
- Help us to improve our services and meet important quality and accreditation standards.
- Make sure all your paperwork is accurate and completed professionally and on time.
- Keep all information about Centacare and individuals confidential.

Customer Service

We believe in providing excellent customer service. This means you will:

- Always act with honesty and professionalism when interacting with everyone.
- Respect every individual's unique background and respond to their needs with care.
- Be able to work effectively and respectfully with people from diverse cultural backgrounds.

Office Tasks, Paperwork, and Information

This part of your role focuses on keeping our records organised and making sure information is clear and accurate. You'll:

- Keep all office records, files, and other documents accurate and up-to-date.
- Create clear, easy-to-understand reports, letters, and summaries that are suitable for who will read them.
- Finish all required office tasks, paperwork, and reports on time, making sure they are correct and complete.
- Manage and store all private information and records carefully, strictly following privacy laws and our organisation's policies.

Professional Development and Change

We look for people who are committed to learning and can adapt. This means you will:

- Be flexible and take initiative when things change.
- Be dedicated to continuously growing your skills and learning new things.
- Attend all required training sessions provided by Centacare, and take on other training as needed.

- Work consistently and positively within a team to achieve good results.

Teamwork and Communication

We believe strong teamwork and clear communication are key. In this role, you will:

- Work well with your team members to deliver excellent services.
- Respect the opinions and perspectives of others, even when they differ from your own.
- Handle any workplace disagreements professionally, following our policies and procedures.
- Have regular and professional conversations with your manager and all relevant colleagues.
- Work closely and consult effectively with your team and management.
- Operate in a way that aligns with Equal Opportunity principles.

Work, Health and Safety (WHS)

Your safety and the safety of others are very important. This means you will:

- Do everything you can to create a physically and psychologically safe workplace.
- Reasonable care for yourself: Take good care of your own health and safety at work.
- Reasonable care for others: Make sure your actions don't negatively affect the health and safety of others.
- Actively take part in all WHS activities, and follow all safety policies, practices, and procedures.

Managing Your Performance

Your performance in this role will be regularly checked and reviewed to help you succeed. This process follows our Probationary Review Procedure, Annual Professional Review Policy, and Supervision Policy. It includes:

- Day-to-day guidance: Your manager will provide ongoing feedback and communication.
- Yearly review: You'll have an Annual Professional Review to discuss your progress and goals.
- Regular check-ins: You'll have scheduled supervision sessions with your manager or supervisor.
- Initial probationary review: During your first 6 months of employment (this does not apply to casual staff), your performance will be reviewed as part of a probationary period.

This Position Description is a guide to the key responsibilities of this role. Your dedication and contribution are highly valued in helping us achieve our mission.

