



position description

Job Title:	Stakeholder Engagement Partner
Position ID:	New
Location:	Darug Blacktown Hybrid. Regular Travel within NSW Required
Division/Programme:	Kids Helpline
Immediate Manager:	Kids Helpline Service Manager

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

To strengthen collaboration and integration between Kids Helpline and the mental health and child protection sectors in New South Wales (NSW).

responsibilities

May include, but are not limited to:

- Network Building
 - Apply effective research and evaluation skills to identify opportunities, gaps, and insights to influence integration between Kids Helpline and the NSW Mental Health and Child Protection Sectors.
 - Actively engage with mental health and child protection organisations in NSW to build strong, collaborative relationships.
 - Represent Kids Helpline in relevant forums, meetings, and working groups to foster partnerships and collaboration.
- Information and Knowledge Sharing
 - Facilitate the exchange of information between Kids Helpline and other services to enhance the understanding of shared service users' needs.
 - Develop and maintain effective communication channels to ensure timely and accurate information flow.
 - Conduct information sessions for Kids Helpline team members on the services and resources offered by partner agencies.
 - Stay informed about the latest developments in the mental health and child protection sectors to ensure up-to-date knowledge.
- Referral Pathways

- Work closely with internal teams to establish seamless referral pathways between Kids Helpline and partner agencies.
- Develop and implement protocols for efficient and effective cross-agency referrals to better support service users.
- Collaborative Support
 - Provide support and coordination for service users who are concurrently engaged with Kids Helpline and other agencies.
 - Collaborate with relevant agencies to develop integrated care plans for individuals requiring multi-agency support.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

selection criteria

Essential knowledge, skills, abilities:

- A relevant qualification in psychology, social work or counselling
- Demonstrated knowledge of the NSW Mental Health and Child Protection Sectors as they relate to children and young people in NSW
- Proven knowledge of stakeholder engagement aligned to information-sharing protocols and ethical consideration within the NSW mental health arena
- Ability to effectively communicate with various stakeholders to influence effective outcomes with strong networking skills
- Ability to work collaboratively with internal teams and external agencies
- Strong interpersonal skills to engage with diverse stakeholders and foster positive relationships

- Effective organisation and time management skills to manage multiple tasks, meetings, and initiatives simultaneously.
- Proficiency in research and evaluation techniques to identify opportunities, gaps, and insights in integration efforts.
- Ability to facilitate internal and external presentations

requirements

The Stakeholder Engagement Partner must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V.1	Jodie McAloney	05/04/2024	05/04/2024	New position