

## Mental Health & Wellbeing Intern (headspace – Community Engagement)

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

### Position Information

<b>Purpose</b>	The Mental Health & Wellbeing Intern (Intern), under the direction of the Team Leader – Community Engagement, promotes the services of the headspace centre and helps young people 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 Intern will also help to increase community awareness of mental health issues among young people, their families and friends, carers and communities, facilitate youth, family and community participation, organise and deliver health promotion activities and community events to engage and ‘reach into’ identified population groups of young people.
<b>Position reports to</b>	Program Lead
<b>Mind classification level</b>	SCHADS Level 2
<b>Stream</b>	Victoria Operations
<b>About the service</b>	<p>The Earn and Learn Internship program is part of the Victorian Government’s Mental Health and Wellbeing Workforce Strategy 2021-24 that outlines a strategic approach to deliver a diverse, skilled and multidisciplinary workforce required for a reformed mental health and wellbeing system. The Government has selected Mind Australia as a leading community services provider to offer employment opportunities in community support for Interns whilst they study a Certificate IV or Diploma of Mental Health.</p> <p>Following a recommendation from the Royal Commission into Victoria’s Mental Health System for a more diverse mental health workforce, the Mental Health and Wellbeing Internship positions pave the way for people with a wide variety of skills, experience and backgrounds to begin their career journey in the community mental health services sector. The Earn</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<p>and Learn Internship program aims to build a diverse, robust mental health and wellbeing workforce, deliver a new program for students, provide on the job training and learning, streamline a transition into the workforce and create future employment opportunities.</p> <p>The headspace service, delivered in partnership with the Australian Federal Government and National Youth Mental Health Foundation, provides early intervention mental health services to 12-25 year olds in youth friendly spaces in the Greensborough, Plenty Valley and Box Hill areas. The intention of headspace is to improve access to mental health and support services to ensure better care co-ordination by increasing community capacity to identify young people with mental ill health earlier, encouraging young people and their families and carers to seek help, and providing evidence-based high quality services by well-trained professionals. Services are delivered in line with Mind’s Model of Recovery Oriented Practice, My Better Life model and organisational values for people with a psychosocial disability.</p> <p>Young people are supported at a crucial time in their lives to help get back on track and strengthen ability to manage mental health, physical and sexual health concerns, alcohol and other drug (AOD) issues, and social, vocational and educational goals with access to vital support through in person services at headspace centres, online and phone counselling services, work and study services, parent and carer events, and representation in schools. headspace aims to connect individuals to culture and community, reduce stigma of mental health, provide pathways to safely seek help and access supports, maintain a healthy lifestyle and remain engaged with families and their community.</p>
<p><b>Position description effective date</b></p>	<p>April 2024</p>
<p><b>Responsibilities</b></p>	
<p><b>Community and stakeholder engagement and program development</b></p>	<ul style="list-style-type: none"> <li>• Assist with the development, implementation and evaluation of a Community Awareness Strategy which includes a Community Awareness Plan and Youth Participation plan for the local centre in conjunction with the centre management team.</li> <li>• Work with the Service Manager and Team Leader in the development of stakeholder engagement plan, including community education and capacity building, access and engagement to mental health and all supports provided by headspace.</li> <li>• Work closely with the headspace centre team to ensure that the views of young people and families are integrated into service planning and service delivery.</li> </ul>



	<ul style="list-style-type: none"> <li>• Engage with young people and their families and friends to fully understand their need for assistance from local service providers with clinical mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections.</li> <li>• Make linkages and build relationships and referral pathways to maintain or create a range of local supports for young people and their families and friends that facilitate them living the life of their choosing in their own community.</li> <li>• Design and coordinate events for identified population groups to increase the profile of headspace and deliver key messages (e.g. mental health literacy, reduced stigma, anti-discrimination, early help-seeking).</li> <li>• With the support of the Team Leader, work closely with centre staff to ensure that the impact of any campaign/event is addressed at the planning stages so that clinical staff are available to manage increased referrals.</li> <li>• Assist in maintaining websites and utilising social media to develop opportunities for youth engagement, family and friends engagement and service promotion.</li> <li>• Produce documents and promotional material that are professional standards that comply with branding policy and are suitable for external communication to a variety of target audiences.</li> </ul>
<p><b>Health promotion</b></p>	<ul style="list-style-type: none"> <li>• Assist in the planning, development and delivery of community-based help seeking and mental health literacy education sessions, particularly in schools.</li> <li>• Work with headspace clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidence-based.</li> <li>• In partnership with the Team Leader, Service Manager and other relevant staff develop an annual community engagement and health promotion calendar and communicate this to the team.</li> <li>• Assist in the organisation and delivery of relevant community events and activities such as headspace training activities, community events, promotional days/weeks (e.g. Youth Week, Mental Health Week).</li> </ul>
<p><b>Undertake group work</b></p>	<ul style="list-style-type: none"> <li>• With the support of the Team Leader, plan and develop group work programs that will assist young people and potentially their families, friends and carers to build their skills, social connections and focus on their recovery.</li> <li>• Deliver group work programs as the co-facilitator under the supervision of the Team Leader.</li> </ul>



	<ul style="list-style-type: none"> <li>• Evaluate and review group work programs under the supervision of the Team Leader.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Document all activities using Mind’s ICT system and processes</li> <li>• Ensure all Client File information is entered in a timely manner.</li> <li>• Meet all data entry requirements for Mind, headspace National and Eastern Melbourne Primary Health Network.</li> <li>• Provides clear, concise and timely documented evidence of clinical interventions.</li> <li>• Adhere to Mind and headspace data management related policy and procedure.</li> <li>• Actively participate, contributing to your team and wider organisational initiatives.</li> <li>• Undertake relevant training and professional development, including regular supervision.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Encourage feedback and contributions to service delivery improvements.</li> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• No minimum tertiary qualifications are required but evidence of enrolment in the Certificate IV or Diploma of Mental Health is required.</li> <li>• Commitment to completing the Certificate IV or Diploma of Mental Health including fulfilling attendance and completing coursework requirements.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Proven customer service skills.</li> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Sound interpersonal and communication skills.</li> <li>• Organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.</li> <li>• Ability to work both autonomously and collaboratively showing initiative and flexibility to follow through on commitments.</li> <li>• Proven experience in Youth Work, Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is desirable.</li> <li>• Demonstrated skills in working with young people and or adults and families with mental health and/or contextual challenges, including family violence, poverty, homelessness, drug and alcohol, protective issues and with their family and community is desirable.</li> <li>• Demonstrated understanding of available community services, networks and supports is desirable.</li> <li>• Awareness and understanding of the NDIS is desirable.</li> <li>• Experience providing person-centred active supports is desirable.</li> <li>• Understanding of relationship development, stakeholder management and strategic partnerships is desirable.</li> <li>• Ability to build strong relationships with service providers, agencies and key stakeholders is desirable.</li> <li>• An understanding of service development and design is desirable.</li> <li>• Previous experience in community engagement work and co-design approaches is desirable.</li> <li>• Ability to co-design, co-produce and co-facilitate groups and education support is desirable.</li> <li>• Demonstrated experience in client notes, reporting and working with a variety of electronic systems is desirable.</li> <li>• Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving is desirable.</li> </ul>

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You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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	<ul style="list-style-type: none"> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> <li>• Able to obtain CPR certification.</li> <li>• Preparedness to work evenings and weekends as required and directed to attend meetings and events.</li> <li>• Preparedness to work across different services and/or locations as required and directed.</li> <li>• Commit to work throughout the duration of the internship.</li> </ul>

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