



Position Description

Position Title	Ngarrwa Worker: To Teach, To Inspire, To Learn (Victorian Early Leaver Connection Initiative)
Division / Team	headspace Ballarat
Reports to	Centre Manager, headspace
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Level 4
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	July 2026

About Ballarat Community Health	Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.
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Our Purpose	Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.
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Our Leading Principles	Address health inequity and inequality Improve the health and wellbeing of our community Have impact and be sustainable
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Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement	Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.
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Position Summary	This position is based at headspace Ballarat, supporting young people aged 20 and under, and their families and carers. BCH is the Lead Agency for headspace Ballarat. Headspace has a multi-disciplinary team of allied health staff, general practitioners, and youth workers that
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provide assistance with physical and sexual health concerns, mental health and emotional-wellbeing, education and vocation support, and alcohol and other drugs services.

The program sits within our Youth Employment Team.

The Ngarrwa program aims to provide holistic support to early school leavers identifying as Koorie or with a disability. By combining individual and group mentoring, family involvement, and community engagement, the program seeks to empower participants to successfully navigate their transitions into education and employment, fostering resilience and self-determination. Through structured goal-setting and life skills development, participants will be better equipped to pursue their aspirations and achieve lasting success.

This role requires understanding and expertise in the employment and education services, with First Nations young people, the disability employment sector, and with a demonstrated understanding of youth mental health.

Principal Areas of Responsibility

- Facilitate the Ngarrwa Program within the *Victorian Early Leaver Connection Initiative* guidelines.
- Support successful transitions into further education, training and employment
- Increase retention rates in educational and vocational pathways
- Develop life skills, aspirations, and personal goals among participants
- Provide individual support to all participants, utilising goal setting for professional and personal development.
- Provide personalised mentoring to all participants, pair young person to a mentor who understands the challenges faced by young people with disabilities and Koorie backgrounds.
- Establish and lead monthly peer support groups that will include team-building and skills-sharing. These monthly groups will have a focus on Life Skill Development and Cultural Connection activities.
- Establish and lead quarterly family workshops to educate about service options and facilitate collaborative supportive strategies.
- Partner with local organisations and businesses to create opportunities for participants.

Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes
- Workers will be guided by their Professional Standards and Codes of Ethics, and BCH Code of Ethics
- Work under general direction and within established program guidelines and procedures.
- Able to make clinical judgements and treatment recommendations within scope of applicable qualification/registration

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values

- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

Qualification requirements

- A tertiary qualification and experience in Youth Work and Social Welfare

Key Selection Criteria

1. Experience:

Essential

- Experience in employment services, vocational rehabilitation, career development, career counselling or a related field
- Extensive knowledge of issues that impact young people when accessing employment and/or educational opportunities
- Experience developing good business relationships
- Knowledge of the employment services sector, Centrelink and other state and federal employment initiatives that impact young people

Desirable

- Experience providing career-planning and goal setting with young people
- Experience in Co-Design and group management
- Experience working with young people who identify as Koorie or have a disability such as mental health, neurodiversity or physical disability
- Experience in engaging parents/ guardians of young people
- Well-developed knowledge of young people's developmental stages, youth mental health issues, drug and alcohol issues and issues currently impacting on young people's wellbeing

2. Interpersonal Skills:

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff
- Demonstrated capacity to consult and collaborate with other professional staff and associated youth networks
- Excellent interpersonal and advocacy skills, with a demonstrated ability to engage and effectively communicate with clients and stakeholders from diverse backgrounds
- Commitment to teamwork in a multi-disciplinary setting with a strong understanding of the social model of health
- Ability to use initiative to solve problems on a day-to-day basis and in a crisis situation

3. Written Communication:

- Strong written communication and report writing skills
- Strong program planning and evaluative skills

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail
- Self-motivated and flexible approach to work and the ability to meet goals, objectives and targets

6. Alignment with BCH values:

- Ability to align with the headspace and BCH values in all areas of work
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Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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