



Position Description

Position Title	Youth Assessment, Intake & Treatment Worker
Division / Team	headspace
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 employment contract
Work Location	headspace
Date Approved	February 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.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable

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.

**Position
Summary**

BCH is the lead agency for headspace Ballarat. Headspace helps young people aged 12-25 who are experiencing difficulties and going through tough times. Headspace has a multi-disciplinary team of allied health staff, general practitioners and youth workers to provide assistance with general health, mental health and emotional well-being, education, employment, alcohol and other drug services.

The Youth Assessment, Intake and Treatment Worker (headspace) will be responsible for engaging with clients entering the headspace service, providing initial intake, clinical assessments and supporting clients to engage with the headspace program. This includes assisting young people with the registration processes, providing brief interventions and short-term support as required (including counselling and case management), managing referral pathways and promoting a youth friendly culture.

The role will also develop and facilitate various group programs and workshops in collaboration with other health professionals.

**Principal Areas of
Responsibility**

- Provide the suite of Youth Worker services including; intake and clinical assessment of client needs, implementing and reviewing client service plans, and ensuring appropriate supports and referrals are put in place
- Engaging with young people accessing the facilities and program and appropriately triaging them to relevant services within and external to headspace as required
- Provide considered advice and relevant information to clients and their families, and when required, advocate on their behalf regarding access to services
- Successfully engage with, assess and treat young people with an emerging or established mental illness, including those from high risk groups, through the provision of timely, evidence-based psychological and social interventions in line with the client's age, social and cultural background, beliefs and individual needs
- Be responsible for brief interventions (including counselling) and/or short-term case management of young people with complex needs and challenging behaviours
- Through engagement with the young people, work collaboratively with them to manage their own care, support them to develop the skills and capacity to make positive decisions and to improve their social inclusion, community connectedness and personal development
- Liaise and negotiate with other BCH departments, external agencies and broader community services on a range of issues relating to clients, service delivery and referral pathways
- Work closely with other stakeholders, relevant agencies and organisations to assist with enhancing opportunities for young people
- Deliver services in a range of settings including the headspace centre, outreach sites, schools and other community-based locations as required.
- Ensure a focus on self-management principles
- Ensure that accurate documentation of all client related records and associated data is maintained
- Support student placements through supervising placements when required
- Maintain accurate notes and statistical data to meet internal and funding body requirements
- Prepare client, statistical and general reports, briefs and correspondence and maintain prescribed registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment
- Ensure that all documentation conforms to regulatory, legislative and professional standards requirements

- Ensure the timely presentation of data, reports and the achievement of targets
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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
 - 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
 - Workers will be guided by the AIWCW, APS or AASW Standards and Code of Ethics
 - Practice methods may include psycho – social assessments and interventions, case management, community resource coordination, developmental, social welfare, client centred therapy, program evaluation, group facilitation and structural change
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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 ensure alignment with the BCH values at all times
 - 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
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Qualification requirements

A tertiary qualification and experience in Youth Work, Social Welfare or Social Work, or other relevant profession is essential

Key Selection Criteria**1. Experience:**

- At least 2 years post graduate clinical experience
- Relevant intake, assessment and case management experience with specific skills in the early identification of emerging mental health issues and the development and implementation of plans for young people is essential
- 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
- Demonstrated ability to effectively manage complex social and health issues with clients; including experience using brief therapeutic interventions and counselling

young people who present with issues related to mental health, sexual health, use of alcohol and other drugs, and general wellbeing

- Skills and experience with developing and facilitating group sessions and programs

2. Interpersonal Skills:

- 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:

- Effective written communication skills which are clear and concise

4. Computer Skills:

- Strong computer literacy with ability to learn new technologies or programs as required

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- 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 BCH values in all areas of work

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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