



Position Description

Position Title	Cultural Diversity Youth Worker
Division / Team	Client Services/ headspace Ballarat
Reports to	Headspace Centre Manager
Agreement / Award	Community Health Centre (Stand Alone Service) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Dependent on skills and experience
EFT / Term	1.0FTE / Fixed term until 2025
Work Location	Camp Street
Date Approved	August 2023

About Ballarat Community Health Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery, and health promotion with a focus on service monitoring, review, and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners, and the community. Compassion, empathy, and empowerment are important behaviours in underpinning these values.

Our Purpose Health and wellbeing for all with a commitment to the most vulnerable.

Our Leading Principles A driven desire to maximise 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 This position is based at headspace Ballarat, supporting young people aged 12-25 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 provide assistance with physical and sexual health concerns, mental health and emotional-wellbeing, education and vocation support, and alcohol and other drugs services.

The Cultural Diversity Youth Worker is a committed and passionate clinician who is dedicated to supporting young people who have a culturally diverse background to access headspace in

a developmentally appropriate, culturally sensitive and welcoming way. The Cultural Diversity Youth Worker shares their personal lived experiences of identity and cultural connection to improve the social and emotional wellbeing of young people attending the services from a culturally and linguistically diverse background, or migrant and refugee background.

This position will involve working directly with young people from a culturally and linguistically diverse background in a clinical capacity to provide assessment, referral and evidence based mental health treatment. The role will also participate within the community to engage culturally and linguistically diverse young people and their families, as well as cultural communities and community stakeholders.

Team Environment

headspace Ballarat is a youth friendly, community-based health and wellbeing service for young people aged 12-25 and their families. It is a place where young people can receive help for physical health needs, education & employment, mental health support and alcohol & other drug issues. All services are provided free of charge. The support offered builds the resilience and future potential of young people, by delivering effective and innovative services in partnership with the local community. Our staff are passionate, engaging and committed to providing high quality youth focused care to the young people of Ballarat.

Principal Areas of Responsibility

To provide the suite of Youth Worker services including:

- Intake and clinical assessment of client needs, implementing and reviewing client service plans, ensuring culturally appropriate supports and referrals are put in place.
 - Successfully engage with, assess and treat young people with an emerging or established mental illness, including those from high-risk groups, through 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 engaging with young people from a diverse background who are accessing the facilities and programs, to provide brief interventions and/or short-term case management of young people.
 - Through engagement with young people with diverse backgrounds and their carers, 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 services, 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.
 - Ensure that all documentation of all client related records and associated data is accurately maintained to meet internal and external funding body requirements.
 - Ensure that all documentation, including case notes, conforms to regulatory, legislative and professional standard requirements
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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
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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 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
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Qualification and Immunisation requirements

- To have completed or be currently completing a Tertiary qualification, and have experience in Youth Work, Community Work, Social Welfare or Social Work, or other relevant First Nations Cultural qualification and experience.
 - Covid 19 Vaccination and Boosters as required
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Key Selection Criteria**1. Experience:**

- At least 2 years experience 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 with a diverse background's wellbeing
- 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
- Demonstrated ability to effectively manage 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:

- Proven ability to provide excellent service to client, staff, and general community members
 - Demonstrated capacity to consult and collaborate with other professional staff and associated youth networks and Culturally and Linguistically & Refugee and Migrant services
 - 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 for young people and their families and carers
 - Ability to use initiative to solve problems on a day-to-day basis
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3. Written Communication:

- Strong written communication and report writing 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
- Self-motivated and flexible approach to work and the ability to meet goals, objectives and targets
- Proven ability to use initiative to solve problems
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the 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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