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| **About Us** |
| Parramatta Mission offers community-managed programs and services, largely funded by the Commonwealth and NSW governments. We work to assist: people living with mental illness; family members and carers of people with mental illness; young people; those living in crisis (e.g. financial or emotional crisis); and vulnerable communities or groups. We also provide food, accommodation and support services to assist the most vulnerable people in our community. This includes crisis and transitional accommodation, meals and emergency food assistance. |
| **Position Details** |
| Reports to: | Functional Recovery Team Leader | Location: | Mt Druitt, Parramatta and Penrith |
| Position Description last updated | Nov 2017 | Hours of Work:7.6 per day | 1.0 FTE per week across three sites. From time-to-time, you may be required to work additional hours (including on weekends and public holidays) in order to perform your duties as required by the Employer’s operational needs.  |
| Program Description |
| headspace is Australia's National Youth Mental Health Foundation. headspace aims to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance use disorders through early identification and effective, evidence-based intervention. Services are delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework. headspace provides young people with support and information for a broad range of concerns, including Mental health, Physical/sexual health, Alcohol and Other drugs, educational and vocational assistance and Support for families and carers.headspace Mt Druitt, Parramatta and Penrith also delivers the Youth Early Psychosis Program (hYEPP), which focuses on supporting young people who are at risk of developing a first episode of psychosis, or those that are currently experiencing psychosis. |
| **Position Purpose** |
| The **Youth Engagement Coordinator (YEC)** is responsible for increasing registered service user engagement across Western Sydney headspace, including both headspace Primary Care (hPC) and headspace Youth Early Psychosis Program (hYEPP). This initiative closely follows Orygen’s Early Psychosis Prevention and Intervention Centre (EPPIC) Model, of which a peer support workforce plays a key role in its 16 core components (see <https://www.orygen.org.au/Our-Research/Research-Areas/First-Episode-Psychosis>The primary purpose of the YEC is to coordinate, develop and improve processes and practices that promote client-led services and maximise collaborative engagement, for all young people registered as service users. Given the close relationship between Western Sydney headspace Services, increasing consumer participation should not be isolated to one particular client group (i.e. the same level of rights and consultation should be consistent across hPC and hYEPP).  This role works alongside but from the opposite end of the consumer participation continuum to another new role - the Family and Youth Participation Coordinator (FYPC). Project based examples spanning these two roles include:* The self-referral web form for non-registered young people, currently being driven by the Youth Advisory Committee (YAC), requires user testing – a project the FYPC will oversee in consultation with this new YEC role;
* The client-centred wellness planning document for registered young people, to be developed by this new YEC role, requires consultation with the FYPC and the Youth Advisory Committee

**headspace Youth Early Psychosis Program – service user engagement:** This YEC role aims to support the mentoring of our new Peer Support Workforce (PSW), which will be a key means of increasing registered user engagement and collaboration. The newly appointed peer support workforce comprises of two 0.6 FTE Peer Support Coaches (PSC) and one 1.0 FTE Family and Carer and Support Coach (FC-PSC).  The Peer Support Workforce is an overdue core component to our existing clinical teams and therefore requires change management support, particularly during this first year of implementation. Project management aims will therefore define this role, given the evolving nature of the PSW.**headspace Primary Care Youth Engagement:** Whilst a peer support workforce is not traditionally factored into Primary Care service level agreements, as compared the hYEPP, Western Sydney headspace has increasingly secured funding to implement a number of non-clinical projects led by and for young people. Current and future examples include: supporting the YAC in setting up service user feedback surveys (“Comfort Checks”), developing social group programming, and the coordination of concierge services across all headspace sites. These operational activities aimed at increasing participation for both registered and non-registered users are expected to be coordinated by Family and Youth Participation Coordinator (FYPC). Given both the broader Parramatta Mission and headspace service level aims of increasing community-based youth participation, it is expected that these projects will be delivered in close conjunction with this new YEC role.Increasing consumer participation is intertwined with the recovery-focused practice underpinning both hYEPP’s EPPIC model and the commissioning Parramatta Mission organisation that includes hSPC. The Peer Support Workforce aims to instil hope and break down stigma within and across the clinical teams, in order to promote personally meaningful recovery for every service user. Intentional use of peer relationships, the sharing of lived-experiences and the facilitation of consultative practices are the primary modes of engagement. Beyond face to face individual, group and community work, the peer support workforce also utilise information-leaflets, email, phone, SMS messaging, virtual and remote technologies. It is envisioned that this role will be involved in coaching both service users and internal staff on the roles of consumer agency, personal recovery and lived experience.**Coordinated and comprehensive consumer representation at management and executive levels:** Both the YEC and the Family and Youth Participation Coordinator (FYPC) roles will work together to ensure consumer representation at every level of Western Sydney headspace management. Both new roles will work closely with young people in committees and with the leadership team in management meetings.As a member of the Peer Support Workforce, the Youth Engagement Coordinator is a young person aged 16-25 years with 'lived experience' of recovery from mental health related distress and user experience of related services. Lived experience forms the basis from which the Peer Work models hope, coaches (internal and external operations), and problem solves. Working primarily alongside the Functional Recovery Team, this role receives ongoing supervision that is embedded within a continuous training and development program.The overall aims of the Functional Recovery Team include:* Uphold a strong functional recovery focus and advocate for its importance in all client formulations, alongside symptomatic discourses and perspectives.
* Deliver activities that aim to restore, maintain or improve the functional trajectory of the young person.
* Provide educational, employment and social recovery activities to foster social networking, friendship development, and financial means in overcoming barriers to study or work.
* Focus on strengths of young people and provide opportunities to gain new skills regain meaningful life-goals and facilitate learning while recovering from a first episode of psychosis.
* Create opportunities for peer connectedness and support to enhance self-esteem and social confidence in young people recovering from a first episode of psychosis
* Promote active youth participation within YEPP and within any partnerships and the general community.
* Work collaboratively with families, friends and significant others and to be guided by the young person’s individual goals.
* Collaborate with the treating teams, case managers, medical staff and other stakeholders in the delivery of functional recovery outcomes.
* Conduct evaluations and analyses of recovery outcomes, from an individual, cohort and service level.
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| **Organisational Success Indicators** *(applicable to all roles)* |
| **Individual Work Role Behaviours** | **Proficiency***Fulfils the prescribed or predictable requirements of the role* | **Adaptability***Copes with, responds to, and supports change* | **Proactivity***Initiates changes, is self-starting and future-directed* |
| **Individual Task Behaviours***Behaviour contributes to individual effectiveness* | Ensures core tasks are completed as detailed below, with supporting evidence | Respondsconstructivelyto new equipment, processes or procedures in core tasks, with evidence of participation | Actively participate in improvements of core tasks, with supporting evidence. |
| **Team Member Behaviours***Behaviour contributes to team effectiveness rather than individual effectiveness* | Actively participates in team activities and appropriately engages with team members  | Responds constructively to team changes (e.g. new members, office location changes, new team procedures etc.). | Actively participates in team improvement, with supporting evidence. |
| **Organisation Member Behaviours***Behaviour contributes to organisation effectiveness rather than individual and team effectiveness* | Actively engages with all organisational values, activities, policies and procedures (including WHS, EEO and asset management) in a positive way, with evidence of compliance. | Actively participates in the continuous improvement of the organisation. | Actively contributes to help improve the overall efficiency of the organisation |

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| **Core Tasks** |
| **Area** | **Key Responsibilities and Activities** | **Proficiency Indicators** |
| **Client Focuse****d** | * Aim to ensure every service user experience is recovery-focused and follows client-led goals.
* Oversee the Peer Support Workforce developing and maintaining a peer relationship throughout the entire service user journey.
* Oversee the regular completion of Outcome Stars delivered by the Peer Support Workforce.
* Provide mentoring to Peer Support Coaches and the Family and Carer Support Coach.
* Support the Peer Support Workforce in delivering peer groups and social recovery focused community events (i.e. sessions focused upon education, orientation work, community resources, hearing voice peer support)
* Support the Peer Support Workforce in delivering peer opportunities beyond face to face sessions, including information leaflets and guides, email, phone, SMS messaging and remote technologies.
* Research, trial and evaluate processes and practices that increase collaborative engagement and increased agency with all registered service users (hYEPP & Primary Care)
* Work closely with the Family and Youth Participation Coordinator (FYPC) to establish joint youth participation activities. Activities will be closely aligned with the YAC and its projects, liaising with Community Development Team, and the FRT.
* Play a supportive role in the Peer Support Workforce's crisis response and the provision of a home and community based service.
* Promote the maintenance of accurate and timely clinical records and active participation of the Peer Support Workforce in the clinical review handover processes.
* Coordinate the development of feedback & service evaluations.
 | * Understanding and application of the principles of Recovery in Mental Health, especially promoting the role of lived-experience and peer relations.
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| **ESSENTIAL CRITERIA** | 1. A young person aged 16 – 25 years with lived experience of mental health distress.
2. User experience of mental health services and an ability to convey considered and constructive feedback to key stakeholders.
3. A young person aged 16-25 years with some experience managing projects and mentoring or supporting other people.
4. An understanding of peer support and its role in recovery-oriented mental health services.
5. A demonstrated ability to engage and support peers whilst promoting self-advocacy.
6. Ability to work professionally within and across teams, particularly transdisciplinary teams involving multiple professions.
7. Information Technology experience (i.e. Microsoft Office or equivalent).
8. Ability to provide written summaries, compose letters and create peer support literature.
9. Ability to work across multiple sites (Penrith, Mount Druitt and Parramatta).
10. Ability to work flexible within and beyond office hours, in order to meet the needs of registered users of the service.
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| **RELATIONSHIPS AND COMMUNICATIONS** | **Reports to:** * Functional Recovery Team Leader

**Internal:*** CEO Parramatta Mission
* Head of Client Services Operations
* General Manager headspace Services
* hYEPP Clinical Director
* Quality and Risk Manager
* Clinical Performance Manager
* Other Managers and staff of Parramatta Mission
* Other Senior Clinicians of headspace Services
* Staff members of headspace Services

**External:*** Young People and Consumers of headspace and Parramatta Mission
* Family members, friends and significant others of young people of headspace services
* Local Health Districts
* Other community organisation
* Orygen Youth Health
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| **DECISION MAKING** | **DELEGATION LEVELS** **Financial:** * Nil

**Staffing:** * Nil

**Policy:** * Nil
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| **EMPLOYMENT SCREENING** | * **Working with Children Check clearance** must be obtained.
* **National Criminal Record Check** must be obtained
* **NSW Driver’s License**
* **Australian Passport**
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**Acknowledgement:**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ acknowledge that I have read and understood the above Job Description and have been given a personal copy. I understand that my performance will be appraised on the Organisational Success Indicators and my Core Task Proficiency Indicators.

SIGNED:

 Employee’s Signature Manager’s Signature

 Date: / / . Date: / / .

# Job Demands Checklist

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|  **Physical Demands**  | **Infrequent** | **Occasionally** | **Frequent** | **Constant** | **Repetitive** | **Not Applicable** |
| **Sitting** - remaining in a seated position to perform tasks  |  |  | x |  |  |  |
| **Standing** - remaining standing without moving about to perform tasks  |  | x | x |  |  |  |
| **Walking** - Floor type: even / uneven / slippery, indoors / outdoors, slopes  | x |  |  |  |  |  |
| **Running** - Floor type: even / uneven / slippery, indoors / outdoors, slopes  |  | x |  |  |  |  |
| **Bend/Lean Forward from Waist** - Forward bending from the waist to perform tasks  |  | x |  |  |  |  |
| **Trunk Twisting** - Turning from the waist while sitting or standing to perform tasks  |  | x |  |  |  |  |
| **Kneeling** - remaining in a kneeling posture to perform tasks  | x |  |  |  |  |  |
| **Squatting / Crouching** - Adopting a squatting or crouching posture to perform tasks  | x |  |  |  |  |  |
| **Leg / Foot Movement** - Use of leg and / or foot to operate machinery  |  | x |  |  |  |  |
| **Climbing (stairs/ladders)** - Ascend / descend stairs, ladders, steps  |  |  | x |  |  |  |
| **Lifting / Carrying** - Light lifting & carrying: 0 - 9 kg  |  |  | x |  |  |  |
| **Lifting / Carrying** - Moderate lifting & carrying: 10 - 15 kg  |  | x |  |  |  |  |
| **Lifting / Carrying** - Heavy lifting & carrying: 16kg & above  | x |  |  |  |  |  |
| **Reaching** - Arms fully extended forward or raised above shoulder  |  | x |  |  |  |  |
| **Pushing / Pulling / Restraining** - Using force to hold / restrain or move objects toward or away from the body  |  | x |  |  |  |  |
| **Head / Neck Postures** - Holding head in a position other than neutral (facing forward)  | x |  |  |  |  |  |
| **Hand & Arm Movements** - Repetitive movements of hands and arms  |  |  | x |  |  |  |
| **Grasping / Fine Manipulation** - Gripping, holding, clasping with fingers or hands  |  |  | x |  |  |  |
| **Work At Heights** - Using ladders, footstools, scaffolding, or other objects to perform work  | x |  |  |  |  |  |
| **Driving** - Operating any motor powered vehicle  |  |  | x |  |  |  |

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|  **Sensory Demands** | **Infrequent** | **Occasionally** | **Frequent** | **Constant** | **Repetitive** | **Not Applicable** |
| **Sight** - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens  |  |  |  | x |  |  |
| **Hearing** - Use of hearing is an integral part of work performance e.g. Telephone enquiries  |  |  |  | x |  |  |
| **Smell** - Use of smell is an integral part of work performance e.g. Working with chemicals |  |  |  |  |  | x |
| **Taste** - Use of taste is an integral part of work performance e.g. Food preparation |  |  |  |  |  | x |
| **Touch** - Use of touch is an integral part of work performance |  | x |  |  |  |  |

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| **Psychosocial Demands**

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|   | **Infrequent** | **Occasionally** | **Frequent** | **Constant** | **Repetitive** | **Not Applicable** |
| **Distressed People** - e.g. Emergency or grief situations  |  |  |  | x |  |  |
| **Aggressive & Uncooperative People** - e.g. drug / alcohol, dementia, mental illness  |  |  |  | x |  |  |
| **Unpredictable People** - e.g. Dementia, mental illness, head injuries  |  |  |  | x |  |  |
| **Restraining** - involvement in physical containment of patients / consumers  | x |  |  |  |  |  |
| **Exposure to Distressing Situations** - e.g. Child abuse, viewing dead / mutilated bodies  |  |  | x |  |  |  |

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| **Environmental Demands**

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|   | **Infrequent** | **Occasionally** | **Frequent** | **Constant** | **Repetitive** | **Not Applicable** |
| **Dust** - Exposure to atmospheric dust  |  | x |  |  |  |  |
| **Gases** - Working with explosive or flammable gases requiring precautionary measures  |  |  |  |  |  | x |
| **Fumes** - Exposure to noxious or toxic fumes  |  |  |  |  |  | x |
| **Liquids** - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  |  |  |  |  |  | x |
| **Hazardous substances** - e.g. Dry chemicals, glues  | x |  |  |  |  |  |
| **Noise** - Environmental / background noise necessitates people raise their voice to be heard  |  | x |  |  |  |  |
| **Inadequate Lighting** - Risk of trips, falls or eyestrain  |  | x |  |  |  |  |
| **Sunlight** - Risk of sunburn exists from spending more than 10 minutes per day in sunlight  | x |  |  |  |  |  |
| **Extreme Temperatures** - Environmental temperatures are less than 15C or more than 35C  | x |  |  |  |  |  |
| **Confined Spaces** - areas where only one egress (escape route) exists  |  | x |  |  |  |  |
| **Slippery or Uneven Surfaces** - Greasy or wet floor surfaces, ramps, uneven ground  |  | x |  |  |  |  |
| **Inadequate Housekeeping** - Obstructions to walkways and work areas cause trips and falls  |  | x |  |  |  |  |
| **Working At Heights** - Ladders / stepladders / scaffolding are required to perform tasks  |  |  |  |  |  | x |
| **Biological Hazards** - e.g. exposure to body fluids, bacteria, infectious diseases  |  | x |  |  |  |  |

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