



|                                   |   |
|-----------------------------------|---|
| <b>Position Title:</b>            | Vocational Specialist   |
| <b>Reports to:</b>                | General Manager of <b>headspace</b> Shepparton  |
| <b>Department:</b>                | <b>headspace</b>  |
| <b>Directorate:</b>               | Community Care and Mental Health  |
| <b>Cost centre:</b>               | H0509   |
| <b>Code &amp; classification:</b> | Community Development Worker Class 2A (YA39 – YA48)<br>Welfare Worker Class 2 (YA8 – YA11)<br>Youth Worker Class 2 (YA25 – YA24)                                    |
| <b>Performance review:</b>        | Upon completion of probationary and qualifying period and annually or as requested  |
| <b>Employment conditions:</b>     | Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 and its successors, and GV health Polices and Procedures (and as varied from time to time) |

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

**OUR PURPOSE**

Improving community wellbeing through high quality health services, outstanding care and learning.

**OUR VALUES AND BEHAVIOURS**

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



**Compassion**

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



**Respect**

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



**Excellence**

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



**Accountability**

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.



**Teamwork**

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



**Ethical behaviour**

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.



## **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

**headspace** is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds. **headspace's** vision is to improve young people's mental, social and emotional well-being through the provision of high quality, integrated services when and where they are needed.

headspace Shepparton commenced operations in July 2013, with GV Health as the lead agency and with the support of seven local agencies who form the **headspace** consortium.

The Individual Placement and Support (IPS) is an initiative of the Department of Social Services and evaluated via IPS works. The program has been expanded from a trial to being embedded in 50 **headspace** centres throughout Australia and the service offers employment and vocational support to complement existing clinical mental health and non-vocational support.

## **ROLE STATEMENT:**

The vocational specialists are integrated into the headspace team and will provide career development advice and vocational and employment assistance to young people with mental illness up to the age of 25 years. The vocational specialists will work with the evaluation consultant and fidelity reviewer to ensure fidelity of the IPS model is met appropriately.

All IPS services will subscribe to a set of eight core Practice Principles that underpin delivery of support to participants. These are:

1. **Focus on Competitive Employment:** IPS services are committed to competitive employment as an attainable goal for participants with mental illness seeking employment.
2. **Eligibility Based on Participants Choice:** Participants are not excluded from the IPS service on the basis of readiness, diagnoses, symptoms, substance use history, psychiatric hospitalisations, level of disability, or legal system involvement.
3. **Integration of Rehabilitation and Mental Health Services:** The IPS model is based on a close integration of mental health treatment teams, including clinical care.
4. **Attention to Participant Preferences:** Services are based on participant's preferences and choices, rather than providers' judgments
5. **Personalised Benefits Counselling:** Vocational specialists help participants obtain personalised, understandable, and accurate information about their government entitlements. (Fear of losing benefits is a major barrier to employment)
6. **Rapid Job Search:** The IPS model is based on a rapid job search approach to help participants obtain jobs directly, rather than providing lengthy pre-employment assessment, training, and counselling.
7. **Systematic Job Development:** Vocational specialists build an employer network based on participants' interests, developing relationships and partnerships with local employers.
8. **Time-Unlimited and Individualised Support:** Follow-along supports are individualised and are continued for as long as the participant wants and needs the support.



Fidelity reviewers from IPS Works (see <https://ipsworks.waamh.org.au> for more detailed information) assess the quality of IPS implementation and service delivery whilst undertaking a series of observations, interviews and document reviews. The fidelity model is outlined in the ANZ Supported employment fidelity scope (supported-employment-fidelity-scale.pdf (waamh.org.au))

## **KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

- Engage young people and adapt styles of relating and reflecting young person's current presentation and context. Be able to build meaningful relationships with participants based on openness and trust
- Adhere to the principles of IPS when providing vocational support to participants and ensure the service works towards a 'good' fidelity model
- Work alongside and liaise with both **headspace** national work and study stream and IPS Works
- Engage with the IPS Vocational specialist supervisor to meet the requirements of fidelity and contribute to quarterly self-assessments and workplans as required
- Develop an understanding of the evidence regarding functional recovery and incorporate this into the development of the model
- Assist the participant in identifying their educational and employment goals
- Develop a career profile and individual employment plan for each participant, with input from the participant and the participants clinical team
- Provide assistance to navigate mental health and community support services and make appropriate referrals when necessary
- Develop formal procedures to work with the participants clinical team and ensure the clinical team is aware of the participants goals and plans
- Conduct regular job development and job search activities with the participant
- Assist the participant to apply for jobs and contact employers
- Liaise with the participants Disability Employment Services (DES) or job active provider. This includes assisting participants to meet mutual obligation requirements where applicable
- Develop a broad range of employer contacts to ensure there are job vacancies for IPS participants, and provide employers appropriate education and support
- Be diligent at maintaining the young person's Electronic Medical Record, completing **headspace** h.a.p.i surveys, entering DEX data and completing requirements of the activity work plan
- Coordinate services to ensure roles are complementary and not duplicated
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

## **QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

**OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:**

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

**KEY PERFORMANCE INDICATORS:**

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Completion of tasks in IPS Work Plan

**Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).



## KEY SELECTION CRITERIA:

### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Qualifications in mental health, social services or similar equivalent to an undergraduate degree.
- Experience providing employment services.
- Knowledge of local/regional labour markets and relevant supports.
- Be able to work as part of an integrated support team.
- Experience working with young people. Ideally this includes working with young people with a mental illness.
- Have knowledge of young peoples' developmental stages, youth mental health problems, drug and alcohol issues and issues currently facing young people that impact on their wellbeing.
- Excellent understanding of professional boundaries and adherence to high standards of ethical behaviour, integrity and reliability.
- Demonstration of excellent skills in engaging all young people, including young people from diverse backgrounds. Ability to make first experience of service delivery warm and youth friendly.
- High level of interpersonal, communication and problem solving skills and a demonstration to consult, liaise and negotiate effectively with young people, family and friends, headspace team and external professionals.
- Excellent time management and organisation skills with proven ability to prioritise, work independently and appropriately seek consultation when required.
- Computer skills including word processing, spreadsheets and database applications.
- Current Driver's License
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

### Desirable

- Postgraduate qualifications in career development



**Inherent Requirements**

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

| <b>CONSUMER CARER ROLE</b>   |  |
|--|--|
| <ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ general consumer handling and clinical duties</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul> |  |

|                    |  |
|--------------------|--|
| <b>Reviewed by</b> | <b>General Manager of headspace Shepparton</b> |
| <b>Issued</b>      | <b>November 2023</b>                           |
| <b>Reviewed</b>    | <b>November 2024</b>                           |

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ / \_\_\_\_/\_\_\_\_

\_\_\_\_\_  
(Print Name)