Position Description

Position Title:	Youth Care Coordinator
Reports to:	Headspace Manager
Department:	Headspace Shepparton
Directorate:	CNMO, Quality, Mental Health and Wellbeing
Cost centre:	H0504
Code & classification:	Mental Health Officer Level 2 Years 1 – 5 (SO21 - SO25)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2025 – 2028 or Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

Program Information:

headspace is Australia's National Youth Mental Health Foundation, providing early intervention mental health services to 12-25-year-olds. headspace can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. headspace Shepparton was established in 2013 with Goulburn Valley Health as the lead agency and with the support of six local agencies who form the headspace consortium advisory committee.

Purpose of the role:

The Youth Care Coordinator is a member of the headspace Shepparton multidisciplinary team, providing recovery-oriented mental health and wellbeing support to young people aged 12-25 years and their families/carers. The role is responsible for undertaking intake, engagement, psychosocial assessment, care coordination, group facilitation, risk screening, service navigation and collaborative recovery planning. The position works closely with young people and partner services to improve access to mental health, alcohol and other drug, physical health, education, vocational and community supports.

The Youth Care Coordinator supports young people to identify goals, build resilience, strengthen community connections and access appropriate services, with a strong focus on early intervention, engagement and recovery-oriented practice. The role works under the direction of the headspace Manager and in collaboration with senior clinical staff

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Foster a welcoming, youth-friendly culture at headspace Shepparton, promoting youth-led practices.
- Engage effectively with young people, families, and friends by adapting communication styles to their needs and context using youth-friendly, culturally safe and strengths-based approach
- Perform intake functions, seeking support when necessary.
- Conduct assessments and recovery planning ensuring best-practice, person-centered care that involves families.
- Undertake psychosocial screening, identify needs with care planning and facilitate linkages to appropriate services.
- Maintain timely contact with young people throughout intake and assessment processes.
- Provide care coordination for young people with mental health and wellbeing needs.
- Develop and review collaborative recovery plans with young people and their supports.
- Support engagement with internal and external services and facilitate referrals and warm handovers to internal and external services.
- Develop, coordinate and facilitate where appropriate wellbeing group programs.
- Evaluate participation and outcomes of group programs.
- Provide practical and psychosocial support to young people experiencing mental health challenges.
- Deliver evidence-informed wellbeing interventions within scope of practice.
- Identify concerns relating to risk, deterioration or safeguarding and escalate appropriately.
- Consult with senior clinicians regarding clinical concerns and risk management.
- Participate in multidisciplinary team meetings, case reviews and service development activities.
- Develop effective partnerships with schools, community organisations and health services.
- Represent headspace Shepparton in community engagement and mental health promotion activities.
- Contribute to continuous quality improvement initiatives.
- Participate in supervision, professional development and performance review processes.
- Maintain accurate documentation and data collection.
- Comply with organisational policies, legislation and service standards.
- Provide informal support and guidance to students, volunteers and less experienced staff where appropriate
- Support audits, research, and service improvement activities to enhance care quality.
- Take responsibility for own actions, seek guidance when needed.
- Uphold consumer rights and confidentiality.
- Complete program-related admin tasks on time.
- Undertake other tasks as directed by the Manager for efficient service delivery.
- Adhere to clinical governance, legislative requirements, and the headspace Model Integrity Framework (hMIF).

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Tertiary qualification in Mental Health, Community Services, Youth Work, Social Sciences, Health Sciences, Human Services or a related field, or demonstrated equivalent experience in a mental health, youth, community or wellbeing setting.

- No professional registration required. Candidates holding AHPRA registration or membership of a relevant professional association are welcome to apply, however registration is not a requirement of the role.

Essential:

- Demonstrated experience working with young people aged 12-25 years of age experiencing mental health, wellbeing, alcohol and other drug, psychosocial or related concerns.
- Demonstrated ability to undertake intake, screening, psychosocial assessment and needs identification using a youth-friendly, strengths-based and recovery-oriented approach.
- Experience coordinating care and supporting young people to engage with health, education, employment, housing, community and other support services
- Demonstrated ability to develop collaborative recovery plans and support young people to work towards identified goals
- Demonstrated ability to establish and maintain effective working relationships with young people, families, carers, community organisations and multidisciplinary teams
- Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ and people with disabilities
- Knowledge, skills and expertise for provision of culturally appropriate and socially inclusive services to young people
- Demonstrated ability to work effectively in a multidisciplinary team
- Demonstrated experience in undertaking intake and assessment and understanding of referral pathways
- Experience in liaison and consultation with key agencies and other service providers associated with program delivery.
- Highly developed written, verbal and interpersonal communication skills, including the ability to maintain accurate and timely documentation

Desirable:

- Engaging in studies for suitable qualifications
- Experience working within a youth mental health and wellbeing service
- Experience providing care coordination for young people
- Experience facilitating psychoeducational, therapeutic or wellbeing groups
- Knowledge of the headspace service model and the stepped care approach to youth mental health.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- 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;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health	**Youth Care Coordinator**
Reviewed by:	Headspace Manager
Issue Date:	October 2026

ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION

Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses