

**General Details**

<b>Title</b>	Youth Reference Group Member	<b>Program / Unit</b>	headspace
<b>Reports to</b>	Tasja Barelds	<b>Location</b>	Mount Gambier

**Role Purpose**

The Youth Reference Group member participates in a youth centred team environment, and can consult on topics such as quality of care, service delivery, community engagement and health promotion. Young people involved in the group are listened to and their feedback and recommendations are implemented in headspace services wherever possible.

**Essential Responsibilities**

Function	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> <li>▪ Raise awareness of youth mental health, encourage young people to seek help early and to educate the broader community about youth mental health</li> <li>▪ Undertake assigned duties as part of community participation, awareness, education and development projects which may include: various youth events, family activities, public speaking on issues of the youth mental health &amp; wellbeing and projects involving the headspace centre</li> <li>▪ Prepared to undertake some training about headspace, mental health, mental illness, talking to the media and other associated topics</li> <li>▪ Open and willing to participate in teleconferences, email and Facebook discussions</li> <li>▪ Support local headspace activities</li> <li>▪ Take part in project work related to your areas of interest.</li> <li>▪ Participate in monthly meetings</li> <li>▪ Representation and participation at headspace Governance level meetings/sub groups</li> <li>▪ Complete a wellness plan and actively look after all aspects of your health.</li> <li>▪ Work with all clients, staff, volunteers and the public in a respectful manner that demonstrates an understanding of Uniting Communities' vision and values.</li> <li>▪ Ensure all duties are undertaken in a safe and responsible manner</li> <li>▪ Participate in community events and activities, as required</li> <li>▪ Work with people of all ages, abilities and diverse backgrounds in a respectful and responsible manner</li> <li>▪ Help maintain a constructive environment where positive change can be facilitated</li> </ul>
Values and Service Excellence	<ul style="list-style-type: none"> <li>▪ Role model the values and priorities of Uniting Communities:               <ul style="list-style-type: none"> <li>○ Courage, Accountability, Respect, Growth and Teamwork</li> <li>○ Customer service excellence, advocacy and social justice, resilience and wellbeing, U City Community and a motivated and agile workforce</li> </ul> </li> <li>▪ Deliver service in line with Internal Service Excellence:               <ul style="list-style-type: none"> <li>○ Being of service to others / show you care</li> <li>○ Explore needs holistically and look for opportunities to add value</li> <li>○ Make it easy</li> </ul> </li> </ul>
Team Work / Customer Service	<ul style="list-style-type: none"> <li>▪ Work and contribute to a successful team environment</li> <li>▪ Contribute to the team achievement of defined service standards in a safe and trusting environment</li> <li>▪ Co-operate and provide support to team members and managers on day-to-day operational matters</li> <li>▪ Undertake responsibilities that will positively contribute to the Community and Uniting Communities' Vision</li> <li>▪ Deliver high-level customer service to our internal and external customers and departments</li> </ul>

Compliance and Risk Mitigation	<ul style="list-style-type: none"> <li>▪ Ensure compliance and provide a safe and equitable workplace by adopting safe work practices, following procedures and policies and respecting and appreciating diversity</li> <li>▪ Ensure compliance with all statutory, legal and ethical obligations and compliance audits</li> <li>▪ Identify and implement risk minimising strategies and practices</li> </ul>
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**Selection Criteria**

	Essential	Desirable
Training / Qualifications	<ul style="list-style-type: none"> <li>▪ Ability to attend all compulsory training required by the organisation for your position within allocated timeframe</li> <li>▪ Be willing to undertake Child Safe Environment training</li> </ul>	Senior First Aid Certificate
Experience / Knowledge	<ul style="list-style-type: none"> <li>▪ A broad range of life experience, including same sex attracted young people, experience of homelessness and history of mental health and mental illness.</li> <li>▪ A genuine interest in community participation, awareness and development</li> <li>▪ Willingness to work with all people in an inclusive and respectful manner</li> <li>▪ Maintain confidentiality at all times</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of community development</li> <li>▪ Have an interest and passion in mental health and/or alcohol and other drug issues for young people</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>▪ The ability to think about the big picture</li> <li>▪ Motivation, willingness and commitment to participate on an ongoing basis</li> <li>▪ Good communication skills</li> <li>▪ The ability to balance health (including mental health), other responsibilities like school/work/uni/family and the demands of the YRG position</li> <li>▪ All members must have easy and regular access to the internet and phone.</li> <li>▪ Ability to work autonomously and as part of a team</li> <li>▪ Ability to communicate and engage with a wide range of people</li> </ul>	<ul style="list-style-type: none"> <li>▪ Willingness to assist vulnerable people to develop skills which helps them to greater social inclusion and participation</li> </ul>
Licenses / Certificates	<ul style="list-style-type: none"> <li>▪ Current and satisfactory National Police Check</li> <li>▪ Be willing to undertake a DCSI Police Check to work with vulnerable people</li> </ul>	

**Special Conditions**

- Duties of the Volunteer role may vary according to service and business needs. ▪ Participate in development or training as required by the organisation from time to time ▪ Child Safe Environment training to be attended every 3 years.
- National Police Check and DCSI Screening completed prior to commencement and refreshed every 3 years.

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Copy of My Commitment to Uniting Communities for all positions at Uniting Communities attached.

**MY VOLUNTEER COMMITMENT TO UNITING COMMUNITIES**

At Uniting Communities everyone works as a team to ensure the following:

**1. ACCOUNTABILITY**

- Work within the Vision and Values and policy framework of Uniting Communities.
- Delegate authority and responsibility as defined within the Delegations of Authority Policy.
- Supervisors will ensure a safe and respectful workplace for all staff.

**2. WORK HEALTH SAFETY**

- Cooperate with all policies, procedures and work practices and maintain currency of knowledge in relation to Work Health and Safety.
- Take reasonable care for your health and safety and for the health and safety of others.
- Follow all reasonable instructions given by management.
- Supervisors will ensure work is performed in a safe way and policies, procedures and safe work practices are observed for all staff.

**3. EVERYDAY COMMUNITY ENGAGEMENT**

- Seek ways in which to enable people to reconnect with community.
- Facilitate community in its various forms and guises, to embrace and include all of its members. ▪ Assist in the achievement of Uniting Communities' overall goal to build a society which is compassionate and better able to support and care for its members and enables all people, regardless of their background or disadvantage, to participate and to flourish.

**4. SAFE ORGANISATION FOR CHILDREN AND OTHER VULNERABLE PEOPLE**

- Familiarise self and adhere to organisational policies and procedures in relation to children, young people and vulnerable adults.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people who come into association with the organisation.
- Supervisors will ensure child safe requirements are handled as part of supervision processes.

**5. BEYOND CARBON NEUTRAL**

- Support and embrace Uniting Communities' carbon reduction commitment, minimising environmental impact in the performance of your role, supporting and encouraging staff to do likewise.