

Position Description

Family and Friends Reference Group Member

Location: National Office - Melbourne

Department: Clinical Practice

Employment Type: Casual

Approved By: Vikki Ryall

Date Approved: May 2020

Agreed By: _____

Date Agreed: _____

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services



4. HEADSPACE VISION FOR RECONCILIATION

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

5. COMMITMENT TO CHILD SAFETY

headspace is committed to being a child safe and child friendly organisation that recognises, respects and promotes the rights of children, young and vulnerable people. We recognise our responsibilities in keeping young people safe from any abuse from or by our employees and volunteers and will ensure that the safety of young people is always our first priority. headspace has a zero tolerance policy to child abuse, harm and neglect.

6. POSITION SUMMARY

Participation of young people's family and friends in service delivery is recognised internationally in mental health care as fundamental to ensuring an effective and responsive service system and essential component of quality assurance. The Family and Friends Reference Group is made up of a diverse group of people of varying ages, genders, cultural backgrounds and family types. The Family and Friends Reference Group consult with headspace National Office and their local centres on a variety of topics and issues, and are involved in a number of local and national projects.

7. POSITION CONTEXT

The role is located within the Clinical Practice team at the headspace National Office. The majority of the work for this position will be completed in a remote location via teleconference, email, phone and online group correspondence. The group will also come together annually for a face to face meeting in Melbourne. Family and Friends reference group members will report directly to the National Family and Friends Clinical Advisor. They will also be supported by the Senior Family and Friends Clinical Advisor.

8. KEY RESPONSIBILITIES OF THE GROUP

The Family and Friends Reference Group will consult with headspace on a variety of topics and issues, and will be involved in a number of projects. This will be achieved by:

- Attending a minimum of four teleconference meetings and two face-to-face meeting per annum
- Being prepared to undertake some training at face to face events
- Regularly providing feedback to headspace National when requested
- Being open and willing to participate in teleconferences, email and online discussions on a weekly basis (usually less than weekly basis).
- Supporting local headspace activities



- Becoming an active community advocate for youth mental health with the goal of raising awareness of youth mental health and family inclusive practice; educating the broader community about youth mental health
- Being involved in community education activities, or as media spokespeople on family members and friends' experience supporting a young person with mental health issues.
- Completing a wellness plan and actively looking after all aspects of your health

9. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

9.1 Essential

- Have a relationship (family member or friend) with a young person who has experienced mental health difficulties.
- Have an interest and passion in youth mental health and the role of family and friends in a young person's support and recovery
- Aged 18 years and above at the time of application
- Have had contact (either currently or previously) with a local headspace centre or a CAMHS, CYMHS or youth mental health service as part of your role as family member or friend of a young person who has experienced mental health difficulties.
- Possess the ability to work in a team and participate in group discussions as well as working independently
- Possess motivation, willingness and commitment to participate and respond to communications on an ongoing basis
- Willingness to talk about youth mental health issues
- Possess the ability to balance health and wellbeing and other responsibilities such as work/study/family, with the demands of the Reference Group position.
- Access to the internet and telephone
- Have strategies in place to manage their own health and wellbeing
- Applicants must be comfortable and able to travel to Melbourne independently for face to face meetings

9.2 Desirable

- A strong understanding of Australia's mental health system
- Innovative
- An understanding of how to use your lived experience in a proactive way.

10. BENEFITS

headspace National will cover the following costs:

- Salary for most participation activities, meetings and events that you are involved in. Minimum work hours per paid participation activity is 3 hours.
- All reasonable travel and accommodation costs to attend face to face events



Occasionally the role will require a voluntary contribution of time (ie: completing a headspace survey or a brief phone call regarding availability). All voluntary activities will be clearly communicated by headspace. In exchange headspace will provide the following opportunities:

- Training and professional development
- Networking within the youth mental health sector
- Professional referees from headspace
- Opportunities to attend conferences and other events
- Development of skills in public speaking, media, project management, and other areas of interest
- The chance to meet other like-minded and passionate family members and friends of young people with mental health issues from all around Australia.

11. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

