

Position Description

Family and Friends Reference Group Member

At headspace, family is defined uniquely by each young person. Family is considered an integral part of a young person's circle of care. Family and other caregivers – whether by birth, choice, or circumstance – hold a significant role in supporting a young person by fostering a sense of belonging and connection through their shared experience. The term family may include parents, caregivers, siblings, partners, Elders, kin, mentors, and other community members who are viewed by the young person as people who play a significant emotional, cultural, faith-based, or other role in their life.

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 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 Bondi Junction, Miranda, and Hurstville (BMH) on a variety of topics and issues and are involved in provision of care to youth.

7. POSITION CONTEXT

The role is located within the Community Engagement team at headspace Bondi Junction, Miranda, and Hurstville (BMH). Most of the work for this position will be completed via face-to-face meetings or in a remote location via teleconference, email, phone, and online group correspondence. Family and Friends reference group members will report directly to the Community Engagement Coordinators of Bondi Junction, Miranda, and Hurstville (BMH).

KEY RESPONSIBILITIES OF THE GROUP

The Family and Friends Reference Group will consult with headspace Bondi Junction, Miranda, and Hurstville (BMH) on a variety of topics and issues and will be involved in a range of activities. This will include:

- Attending 6 meetings
- Undertaking some training
- Regularly providing feedback to headspace Bondi Junction, Miranda, and Hurstville (BMH) when requested
- Being open and willing to participate in regular teleconferences, email and online discussions.
- Supporting headspace Bondi Junction, Miranda, and Hurstville (BMH) 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, possibly being a spokesperson on representing the family experience supporting a young person with mental health issues
- Completing a wellness plan and actively looking after all aspects of your health.

8. SELECTION CRITERIA

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

8.1 Essential

- Have lived experience of supporting a young person who has experienced mental health difficulties.
- Have an interest and passion in youth mental health and the role of family 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 the role as family 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 requirements of the Reference Group role.
- Access to the internet and telephone
- Have strategies in place to manage own health and wellbeing.
- Capacity to travel to headspace Bondi Junction, Miranda, and Hurstville (BMH) for face-to-face meetings.

8.2 Desirable

- An understanding of Australia's mental health system
- Experience in advocating for the improvement of mental health services for young people and their family
- An understanding of how to use your lived experience in a proactive way.

9. BENEFITS

headspace Bondi Junction, Miranda, and Hurstville (BMH) 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
- Connection with like-minded and passionate family members of young people with mental health issues from all around Australia.

10. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to always comply with them.

It is always expected that, 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 always.

