

# Role Summary

## YOUTH MENTAL HEALTH SUPPORT OFFICER

<b>Base Location:</b>	VPG Atherton	<b>Reports to:</b>	Service Coordinator
<b>Resources:</b>	Laptop, Mobile	<b>Status:</b>	Part-Time (0.5), 1 Year Fixed-Term
<b>Travel:</b>	Mareeba-Tablelands	<b>Salary</b>	SCHADS Level 3 commensurate
		<b>Expectations:</b>	with quals & experience

### About VPG & resourcing

VPG is a non-profit organisation that has been improving child and youth transitions in Far North Queensland for over 25 years. Through the NQPHN Stepped Care Model, VPG has partnered with Mareeba-Tablelands community organisations to create a network delivering stepped care services. The model endeavours to create a connected system, supporting collaboration and meeting the needs of our diverse community. Funded by NQPHN, VPG’s Youth Mental Health Support Officer is an integral part of the new stepped care service model.

### About the role:

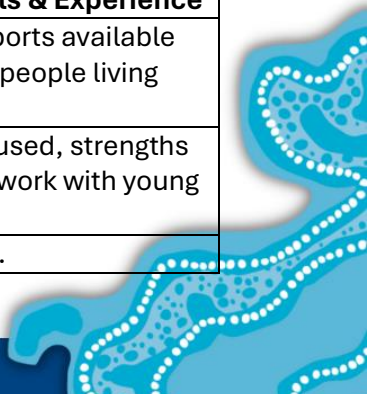
Working under direction, you'll provide person-led, strengths-based, trauma-informed support aimed at improving youth mental health outcomes. Your role includes providing information, coordinating referrals, ensuring access to services, facilitating care continuity, and building partnerships across FNQ stakeholders. Partnering directly with young people, you will assist them in connecting with necessary services and supports, ensuring they remain at the centre of their own health and wellbeing. Your efforts will significantly contribute to enhancing care and mental health outcomes for youth in the region.

### Who we are looking for:

- A warm, emotionally intelligent and caring person, who genuinely enjoys connecting with youth;
- An individual who is optimistic, resilient and committed to improving the mental health service experience and outcomes of youth;
- A great communicator, connector and collaborator with the ability to build strong relationships with young people and stakeholders;
- An individual comfortable sitting with big emotions and complex situations;
- An agile and flexible thinker who find solutions;
- A well organised and enthusiastic self-starter.

### Selection Criteria

Essential Qualifications, Skills & Experience	Desirable Qualifications, Skills & Experience
Completed Tertiary level qualification in a human services field or working towards completion	Understanding of regional supports available for Tablelands-Mareeba young people living with mental health concerns
Understanding of mental health challenges and how they inform a young person’s experiences	Understanding of recovery-focused, strengths based, trauma informed framework with young people
Cultural Competency	Strong reflective practice skills.



Demonstrated proficiency in digital technologies, with strong organizational and administrative skills	Mental Health First Aid Certificate
Working with Children Blue Card	Senior First Aid Certificate
Current QLD Drivers License	

## Key Responsibilities – Service Delivery

- Accept referrals and assess participant eligibility and needs using IAR-DST.
- Support young people to identify goals and develop and implement personalised plans using a person-led, strengths-based, trauma-informed, and recovery-focused approach.
- Improve outcomes for youth through Stepped-Care information provision, capacity building and psycho-social education.
- Empower young people to navigate their own journey, fostering personal, practical, and agency skills to access self-management tools such as digital mental health services and group programs.
- Coordinate referrals, advocate for service access, and facilitate smooth supportive transitions between services.
- Maintain a client load, including plans, notes, appointments and other administrative tasks ensuring quality, efficiency and effectiveness in the management of data.
- Ensure quality, continuity, and integration of care within the Stepped Care model.
- Conduct regular participant support reviews and provide feedback to referrers.
- Identify barriers to service integration and propose solutions.
- Actively seek and develop working relationships and networks with community stakeholders.
- Maintain confidentiality and privacy in all matters relating to staff, participants and procedures.
- Assist in the preparation and presentation of applications, reports, submissions and recommendations as directed.

## Key Responsibilities – Integrity & Productivity

- Act as a participant focused, values-based team member and work collaboratively with staff within our Advantaged Thinking framework.
- Ensure behaviour during all work interactions is aligned to our values of being compassionate, generous, inclusive, responsible and fun.
- Have WH&S responsibilities and accountabilities, understanding the nature of risk when undertaking daily duties and the importance of complying with relevant legislation and service standards, reporting any known breaches to their manager.
- Maintain and develop your professional skills, seeking opportunities to ensure a high level of technical proficiency and personal effectiveness.
- Fulfil other tasks that VPG leadership reasonably asks you to perform.
- Maintain an understanding of all VPG services to confidently communicate with and promote to external stakeholders.
- Along with every VPG staff member, undertake a range of duties to ensure the smooth running of VPG Centres including but not limited to reception, washing up, emptying rubbish, putting away equipment, checking mail, maintaining vehicles, purchasing supplies.

## Additional information

- Within the NQPHN Stepped Care Model, this role is referred to as a Journey Coordinator. [NQPHN Stepped Care Model](#)
- The Mareeba-Tablelands Stepped Care Consortium is made up of Better Together, Mareeba Community Centre, ECHO, VPG, Banksia Mental Health, Ravenshoe Neighbourhood Centre.
- Working Hours: This role may require you to occasionally work outside of business hours. Flexible Hours and Time off in Lieu available.
- Staff may be required to travel across the region and between VPG Centres for relevant activities/events.
- VPG has a mandatory closure over the Christmas/New Year period. Staff will be informed of actual closure dates in alignment with Fair Work requirements.
- VPG staff like to have fun, occasionally dress-up and generate lots of laughter – join us if this sounds like you.

## Advantaged Thinking

VPG uses the concept of Advantaged Thinking to direct the way we work with young people. VPG acknowledges that young people have a vital contribution to make to the social and economic life of our communities and society, and that to do so all young people should have access to the opportunities and social networks that facilitate this social and economic participation. VPG invests in building young people's abilities, harnessing them for personal as well as social good. By making a positive investment in young people, the approach focuses on developing their assets, and on co-creating solutions – real jobs, real education and real community connections – to enable them to achieve independent adulthood.

## To Submit an Expression of Interest

- A Cover Letter explaining your interest in the role (PDF Format).
- A Resume and relevant qualifications (PDF Format).
- Response to Selection Criteria either:
  - i. Max 2 Page Written Response (PDF Format) or
  - ii. Pre-recorded video (Max 3 minutes) introducing yourself and responding to the Selection Criteria – recorded on your phone is fine. Please ensure this is uploaded to an approved 3<sup>rd</sup> party service (Youtube or Dropbox) and shared via URL in your cover letter. Video's sent as an attachment do not meet our cyber security requirements and will not be viewed.
- Submit Queries/Applications to Angela Weinert – [angela@vpginc.com.au](mailto:angela@vpginc.com.au)
- Please Note - Only short-listed expressing interest in the future position will contacted by VPG.