



Make a difference and join one of Australia's most innovative youth services.

Community Awareness & Engagement Officer

The primary purpose of the Community Awareness & Engagement (CAE) position is to coordinate activities and engage with the community to promote the services of headspace Swan Hill. This role will also include helping young people access headspace services, facilitating youth and family participation, organising and delivering health promoting and community events, co-facilitating group programs, and maintaining a positive online and media presence.

This is a **full-time** (80 hours per week, with an Accrued Day Off every 4 weeks) position. (Part-time available).

Salary: \$62,836 - \$92,277 per annum.

About Swan Hill District Health

Swan Hill is located on the Majestic Murray River in rural Victoria approximately 3.5 hours North - west of the Melbourne airport. We employ approximately 630 staff and service a 100 km radius area with an estimated catchment area of around 35,000 people.

Any enquiries?

Please contact Hayley Neuschafer, headspace Swan Hill Manager on hneuschafer@shdh.org.au or 03 4010 7100.

Position Descriptions and information on

How to Apply can be obtained from

www.headspace.org.au/headspace-centres/swan-hill/ or www.shdh.org.au/employment/ vacancies.

Applications close 9 June 2025

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health through Murray PHN.



Swan Hill
District Health



Position Description

Community Awareness & Engagement Officer

Location	headspace Swan Hill
Department	Community Engagement
Classification	Community Development Worker Class 1 or 2A/B (dependent on qualifications/experience)
Salary	Allied Health Professionals (Victorian, Public Sector) 2021-2026 \$62,836 – \$92,277 per annum (pro rata)
Hours	Full-time, 40 hours per week with an Accrued Day Off (ADO) Hours of Operation: Monday – Thursday 9.30am - 6pm Friday 8.30am – 5pm (some weekend and after hours work required as per community events / engagement activities)
Term	0.6FTE is ongoing 0.4FTE until end June 2026 (ongoing dependent on funding)
Direct Employer	Swan Hill District Health is the Lead Agency for headspace Swan Hill

POSITION SUMMARY

The primary purpose of the Community Awareness & Engagement (CAE) Officer position is to coordinate activities and lead the headspace Swan Hill team in community awareness and education. The CAE will oversee the online and media presence of headspace Swan Hill, including social media, print, and radio. The CAE will be a friendly, enthusiastic, and engaging person who will build a positive rapport with a wide range of community members, young people as well as their family and friends, and other organisations.

This role will predominantly involve leading community engagement activities and events in partnership with other organisations/services, clinical staff (when completing community engagement) and administration staff, delivery of presentations to young people and community members, and maintaining a positive online and media presence. (Supervision and training of other community awareness and engagement staff, if qualifications/experience permit).

In addition, the CAE will assist with administration support to manage phone calls, responding to service enquiries, screening new referrals, and booking appointments.

To find out more about **headspace** and **Swan Hill District Health** visit headspace.org.au, headspacestory.org.au, and www.shdh.org.au.

KEY RESPONSIBILITIES

Community Engagement

- Recruit, train, supervise and support young people to be involved in the **headspace** Youth Reference Group and/or other groups targeting young people.
- Work closely with the **headspace** team to ensure that the views of young people are integrated into service planning and service delivery.
- Develop and facilitate events, projects, activities, and programs that increase the mental health literacy of young people and the wider community.
- Keep up to date with relevant youth sector trends, gaps, and information.
- Proactively engage with the media, including print, radio and online.
- Actively monitor and update the **headspace Swan Hill** website and Facebook/Instagram page in line with **headspace** National Office requirements, and engage in other forms of social media where applicable.
- Increase awareness of **headspace** services and branding within the community.
- Ensure the collection of relevant data in order to measure deliverables and continuously improve the delivery of services.
- Respond to all community event requests and manage what headspace Swan Hill attends.
- Regularly attend events/network meetings/locations to develop relationships with local young people and organisations.
- Manage use and ordering of headspace resources, including merchandise for events.
- Annually develop, implement and review a headspace Swan Hill Community Awareness Plan for the local centre in conjunction with the centre management team.
- *Provide supervision and training to other community engagement staff, clinical staff (when completing community engagement) and administration staff. (This will be dependent upon qualifications/experience and will align with classification)*

General

- Participate in the development of youth mental health policies and procedures as required.
- Build and maintain effective relationships with stakeholders involved in the provision of health, mental health, and psychosocial services to young people.
- Participate in regular headspace meetings, clinical and management supervision.
- Participate in relevant training and development activities as an effective team member.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Other duties consistent with the position where required and/or requested by management from time to time.

RELATIONSHIPS

The position holder will develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace and **Swan Hill District Health** to the public, community, government, and other organisations.

Reports To	headspace Swan Hill Manager
Direct Reports	headspace and colocated staff
Internal Relationships	headspace Swan Hill staff headspace Swan Hill colocated staff Swan Hill District Health staff Youth advisers/reference group members
External Relationships	headspace National staff Staff from other headspace services Consortium partner organisations and staff Local youth, health, and community service providers and staff Government departments, ministers, and staff Young people and their family and friends that access the service Other external partners, vendors, providers, and key stakeholders

SELECTION CRITERIA

Successful applications will complete and provide **all** the following:

1. Cover letter,
2. Resume
3. Responses to bullet points under *Qualifications and Registrations, Experience, Knowledge & Skills, Personal Attributes*

Qualifications and Registrations

Essential

- A diploma or certificate in social sciences, health sciences, mental health, community development, youth work, or another related field.

Desirable

- Tertiary qualification in related fields (youth work, social work, health promotion, community development, social sciences, health sciences, mental health), or working towards such qualification.

Experience

Essential

- Demonstrated experience in the youth, mental health, and/or community sector.

- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders such as young people, family members and professionals from other services.

Desirable

- Experience in the not for profit and/or Australian public health sector.

Knowledge and Skills

Essential

- The ability to plan, implement, deliver, and evaluate community awareness projects and mental health literacy programs.
- Exceptional interpersonal skills with the ability to work with a diverse range of people.
- The ability to work independently with limited supervision.
- Highly developed verbal and written communication skills.
- Excellent organisational and time management skills.
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Advanced computer skills including word processing, spreadsheets, and database applications.
- Ability to work both independently and collaboratively as a productive team member.

Desirable

- A broad understanding of the mental health service system in Australia and predominately within Victoria/NSW.
- A broad understanding of the primary care health system in Australia.
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors.

Personal Attributes

Essential

- Teamwork - Co-operates and works well with others in the pursuit of team goals. Collaborates and shares information, showing consideration, concern, and respect for others. Accommodates and works well with the different working styles of others.
- Flexibility - Adaptable and open to new ideas. Accepts changed priorities without undue discomfort. Recognises the merits of different options and acts accordingly.

WORKPLACE POLICIES AND PRACTICES

All headspace employees are required to familiarise themselves with the organisations 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.

- Support the headspace vision and objective and demonstrate the values of headspace.
- Take reasonable care of their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current Working with Children Check. **
- Undergo a current and satisfactory National Police Check. **
- Maintain a current driver's license. **
- Maintain eligibility to work in Australia. **
- Participate in a 6-month probationary period.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

** Evidence must be provided prior to appointment.

Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji, and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.

All **Swan Hill District Health** employees are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times:

Infection Control

Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors, and the general public.

The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures, and guidelines.

Continuous Quality Improvement:

Each employee is expected to demonstrate a commitment to best practice

- All employees shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high-quality services.
- All employees will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.
- It is the responsibility of every employee to be familiar with Health Service-wide and specific

Person Centred Care:

The Health Service supports in its values the philosophy of Person-Centred Care to ensure all people, including health service providers, clients, their carer's, and family members are respectfully cared for and encouraged to participate in the provision of quality health care.

We recognise diversity is part of every person and as such providers of health care must be actively involved in developing models of care that are person centred.

Child Safety:

All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.

SHDH have zero tolerance to child abuse.

Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.

Our Purpose:

Connected Care / Best Experience

SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.

Privacy and Confidentiality:

SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.

Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.

Mandatory Training:

All employees must be aware of and complete designated mandatory training within the required timeframe.

Safety:

RESPONSIBILITIES: It is the responsibility of every staff member to:

- Take reasonable care for their safety and the safety of others while at work.
- Report accidents, incidents, and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.
- Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.
- Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.
- Complete all Mandatory training requirements as identified and directed.
- Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.

Asset Management:

Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.

SWAN HILL DISTRICT HEALTH AND SWAN HILL

For more **information on How to Apply** go to www.shdh.org.au/employment/how-to-apply.

For more information about leisure, work, and accommodation in Swan Hill visit [Dream Swan Hill](#) or [Click Here](#) to access local information.

Further enquiries

To find out more about this position, please direct your enquiries to Hayley Neuschafer, headspace Swan Hill Manager on 03 4010 7100 or hneuschafer@shdh.org.au

Approved by:	headspace Swan Hill Manager
---------------------	-----------------------------

Date Approved:	15/05/2025
-----------------------	------------

Manager Name:	Hayley Neuschafer
----------------------	-------------------

Manager Signature:	Date:
---------------------------	--------------

Employee Name:

Employee Signature:	Date:
----------------------------	--------------



Position Applying for:			
How did you hear about this vacancy?	<input type="checkbox"/> Current Employee	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Newspaper Ad
	<input type="checkbox"/> Radio Ad	<input type="checkbox"/> Seek	<input type="checkbox"/> Search engine
	<input type="checkbox"/> Social Media	<input type="checkbox"/> SHDH website	
	<input type="checkbox"/> Other, please specify.....		

First name:		Last Name:	
Date of birth:		Country of birth:	
Postal Address:			
Contact	<u>Phone</u>	<u>Email</u>	

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? ☐ Yes ☐ No

PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – ☐ Full Time ☐ Part time ☐ Casual ☐ Fixed Term

Alternatively, please state availability:

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Do you have a current Police Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

Do you have a current Employee Working with Children Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: employment@shdh.org.au

The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Resume
- ☐ Qualification evidence or supporting documentation
- ☐ Visa Detail (if relevant)