



**Swan Hill
District Health**

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

headspace YARN Safe Worker (Aboriginal Engagement)

Make a difference to young people and join one of Australia's most innovative youth services

The Position

Are you passionate about making sure that young Aboriginal and Torres Strait Islander people have access to the best support they can get? Are you interested in helping us build strong relationships with the local Aboriginal and Torres Strait Islander Community?

If yes, the YARN SAFE Worker role might be for you. Come and help us connect with the Aboriginal and Torres Strait Islander people of the Swan Hill Region and support their access to our services.

This is an Aboriginal Designated Position. Only Aboriginal and/or Torres Strait Islander people are eligible to apply.

This is an ongoing **full-time/part-time** role.

Centre operating hours are: **Monday 9:30am-6:00pm, Tuesday 8:30am-5:00pm, Wednesday 7:30am-7:00pm, Thursday 8:30am-5:00pm & Friday 8:30am-5:00pm.**

You Bring

- Strong relationships with the Aboriginal community of the Swan Hill Region, or desire to establish
- A personality that is welcoming, friendly, proactive, engaging, and willing to learn.
- Ability to work both independently and within a multi-disciplinary team
- Planning and organising skills
- Demonstrated proficiency with information technology programs

Mandatory requirements (remove or add as per position description)

- Current satisfactory National Police Check results or willing to obtain
- Working with Children's Check, or willing to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

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

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community. SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter and up-to-date CV, to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 30th October 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.

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Position Description

YARN SAFE Worker (Aboriginal Engagement)

Only Aboriginal and/or Torres Strait Islander people are eligible to apply.

Location	headspace Swan Hill
Classification	Community Development Worker Class 1 - 2A (dependent on experience and qualifications) Allied Health Professionals (Victorian Public Health Sector) Enterprise Agreement 2021-2026
Hours	Full-Time / Part-Time positions available Centres hours of operation: Monday 9:30am-6:00pm Tuesday, Thursday & Friday 8:30am-5:00pm Wednesday 7:30am-7:00pm
Term	Ongoing
Direct Employer	Swan Hill District Health is the Lead Agency for headspace Swan Hill
Applications Close	30 October 2026

POSITION SUMMARY

The primary purpose of the YARN SAFE Worker position is to organise and participate in events that help headspace build strong relationships with the Aboriginal community of the Swan Hill Region. The successful candidate will be a welcoming, friendly, proactive and engaging individual who will represent headspace Swan Hill enthusiastically and help people understand more about the supports available at headspace. Working alongside the headspace team, this role will focus specifically on facilitating and improving relationships with headspace Swan Hill and the Aboriginal and Torres Strait Islander young people, families, and communities.

The YARN SAFE Worker will work with a small group of young people directly providing generalist youth support and receive regular support from the headspace Senior Clinician in this. They will assist by running workshops with other staff, facilitating visits for groups of young people at headspace, school events and youth groups, and helping people make referrals to headspace. The successful candidate will be good at getting to know the needs of young people and their family, and be skilled in maintaining relationships with them.

As part of the YARN SAFE Worker role, training will be provided by Swan Hill District Health that helps to increase knowledge of the delivery of Mental Health Services.

The YARN SAFE Worker will also help routinely with reception cover and manage phone calls, screening new referrals, and booking appointments as needed.

To find out more about headspace and Swan Hill District Health visit, headspace.org.au/swanhill, headspace.org.au, and shdh.org.au.

KEY RESPONSIBILITIES

Youth Support

- Engage with young people and the Aboriginal and Torres Strait Islander community members in a respectful, culturally safe and supportive manner.
- Provide cultural guidance and advice to the headspace team to support culturally safe and responsive service delivery, including active participation involvement in clinical review meetings.
- Provide practical support, advocacy and engagement to Aboriginal and Torres Strait Islander young people to access headspace and other appropriate services and supports.
- Work individually with Aboriginal and Torres Strait Islander young people to identify personal goals and support them to achieve positive outcomes.
- Build and maintain effective relationships with key people involved in supporting Aboriginal and Torres Strait Islander young person.
- Maintain accurate and up-to-date records in accordance with organisational policies and confidentiality requirements.

Community Engagement

- Develop and maintain partnerships with local Aboriginal Community Controlled Organisations, Elders, schools and community groups.
- Seek feedback from Aboriginal and Torres Strait Islander young people and community members regarding accessibility and cultural safety of headspace services.
- Develop the YARN SAFE Community Awareness Plan and Activity Report annually to support the promotion of headspace Swan Hill.
- Promote the headspace YARN SAFE resources when raising awareness about headspace Swan Hill (for more information see headspace.org.au/yarn-safe/).
- Work as a part of the headspace team to represent headspace and promote the centre's services at community awareness events.
- Facilitate workshops, information sessions and community engagement activities for young people, families and community members.

General

- Participate in training and development activities as an effective team member.
- Participate in service improvement activities.
- Contribute to monitoring, evaluation and reporting of YARN Safe activities and outcomes.

- Provide reception and administrative support including responding to enquiries, managing bookings and assisting with intake processes as required.
- Undertake other duties consistent with the responsibilities and classification of the position, as directed by the manager.

RELATIONSHIPS

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

Reports To:	headspace Swan Hill Manager
Internal Relationships:	headspace centre and collocated staff Swan Hill District Health staff Youth Reference Group members
External Relationships:	headspace National Office staff Staff from other headspace centres 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 centre Other external partners, vendors, providers and key stakeholders

APPLICATION PROCESS

When applying, please provide each of the following:

1. A cover letter outlining your interest in the role, relevant experience, community connections and what you would bring to this position
2. Résumé
3. Swan Hill District Health [Application for Employment Form](#)

Once applications are received, we will contact you via phone to discuss your story.

If you require support in completing an application, please get in contact with us.

Some of the qualities we're looking for:

Knowledge and Skills

Essential

- Demonstrated knowledge and understanding of the Aboriginal and Torres Strait Islander communities, cultures, community networks and the issues impacting young people, families and communities.
- Ability to maintain accurate records and manage confidential information.

Desirable

- Certificate or Diploma in Youth Work, Community Development, Mental Health or other related area.

- Relevant lived experience, community leadership experience and/or previous employment experience
- Experience facilitating community activities, groups, workshops or events.

Personal Attributes

- Ability to build positive and respectful relationships with young people, families and community members.
- Self-motivated and demonstrates initiative.
- Ability to work independently and as part of a multidisciplinary team.
- Flexible, approachable and willing to learn.
- Committed to supporting the wellbeing of young people and strengthening community connections.

WORKPLACE POLICIES AND PRACTICES

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 **headspace** and **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.

It is expected that at all time employees will:

- Be respectful towards the organisations, 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.

Infection Control:

- Each employee 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 employees 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 health care.
- 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 Department Policies and Protocols

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 carers 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 & 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 time frame.

Safety:

It is the RESPONSIBILITY of every staff member to:

- Take reasonable care for your safety and the safety of others while at work.
- Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.
- Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your 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: Employees with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.

Review: Completion of My Work Plan on a yearly basis.

Other Requirements: The position holder will:

- 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.

** Evidence must be provided prior to appointment.

SWAN HILL DISTRICT HEALTH AND SWAN HILL

For 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 dreamswanhill.com.au and [click here](#) to download a local information booklet.

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: 17 September 2026

Manager Name: Hayley Neuschafer

Manager Signature:

Date:

Employee Name:

Employee Signature:

Date:



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
- ☐ Applicants Curriculum Vitae

Position Applying for

General Information

Name

Address

Contact

Home phone

Mobile

Email

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

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 – (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No
If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue:

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and 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:

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585