



FocusOne  
Health

## Position Information

<b>Position</b>	<b>Head to Health Community Engagement Officer</b>
<b>Eligibility</b>	Open to internal and external applicants
<b>Working Location</b>	Mount Gambier, South Australia
<b>Classification</b>	DGP 3
<b>Job Status</b>	0.4
<b>Salary</b>	\$67996- \$72805 p.a (pro rata + Super + Salary Packaging)
<b>Applications Closing Date</b>	15 <sup>th</sup> December 2023

## About Us

Thank you for your interest in applying for the position of Head to Health Community Awareness Officer FocusOne Health. FocusOne Health is a purpose led, Not for Profit, organisation with strong organisational values and culture. To find out more about our organisation, please visit [www.focusonehealth.com.au/about](http://www.focusonehealth.com.au/about)

## About the Role

The role of the Community Awareness Officer (CAO) encompasses the implementation of community events, educational sessions, and communication initiatives aimed at enhancing mental health awareness and mitigating stigma within our community.

As a vital member of our team, you will contribute to establishing and overseeing the Consumer Representative Group, fostering a platform for non-clinical groups for individuals, as well as their families and friends.

The CAO will contribute to the planning, implementation, and evaluation of community awareness activities, events, and engagement strategies. Close collaboration with the Centre Manager and staff is integral, as the CAO actively forges strategic partnerships with referrers, community groups, and specific target demographics, including but not limited to Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse (CALD) groups, LGBTIQIA+ individuals, and those at risk of suicide or homelessness.

FocusOne Health offers a supportive environment, working with a team of dedicated professionals to support your career development. Access to significant Professional Development opportunities is available.

We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people, people with a lived experience of mental ill-health, people from culturally and linguistically diverse backgrounds, and people who identify as LGBTIQIA+.

The successful applicant will be remunerated in accordance with FocusOne Health's EBA dependent on skills, experience, and qualifications. We offer flexible terms and conditions and attractive salary packaging arrangements. For more information about salary packaging, please visit Discover salary packaging - Community Business Bureau ([cbb.com.au](http://cbb.com.au)).

Comprehensive onboarding and induction to the role will be provided to the successful applicant.

**We reserve the right to appoint to the role prior to the application closure date.**

## How to Apply

**Applicants are required to address the Selection Criteria of the Job Description below in their cover letter in order to be considered.**

Your application addressing the selection criteria and current resume, including contact details for 3 referees, are to be emailed to [info@focusonehealth.com.au](mailto:info@focusonehealth.com.au)

Further information can be obtained by contacting Tracey Wanganeen, Mount Gambier Head to Health Centre Manager at FocusOne Health on (08) 8778 5021

## Immunisation

FocusOne Health strongly encourages its employees to be fully vaccinated to protect their health and that of our clients and their family and friends.

## Pre-employment Screening

If you are selected for an interview, copies of the documentation outlined below will be requested at the job interview. If these documents are not available by the interview date, this can be discussed on the day.

### Criminal History Assessment

In accordance with the South Australian Child Safety (Prohibited Persons) Act 2016 and the Children and Young People (Safety) Act 2017, the successful application will be required to attain appropriate criminal and relevant history screening assessment / criminal history check. The following checks will be required for this role:

- National Police Clearance
- Working with Children Check – DHS
- Aged Care Clearance – DHS

### Certificates & Licences

- Evidence of Qualification (or willingness to obtain)
- Evidence of Professional Registration
- Evidence of Safe Environments for Children and Young People Training
- Copy of Drivers Licence
- Copy of Car Registration

Copy of Comprehensive Vehicle Insurance

SA Health COVID19 Vaccination Certificate/History Statement

Confirmation of Immunity Status

Position Details	
<b>Position Title:</b> Head to Health Community Awareness Officer DGP3  <b>Fulltime Equivalent (FTE):</b> 0.4 FTE	<b>Date approved:</b> 16/11/2023  <b>Status of employment:</b> Refer to 'employment letter of Engagement'  <b>Location:</b> Refer to 'employment letter of Engagement'
Position Context	
Lead Organisation Overview	FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.
Mount Gambier Head to Health overview	The Mount Gambier Head to Health centre is an initiative of the Australian Government, with funding provided through Country SA PHN to FocusOne Health. This initiative ensures that individuals in our community can access the mental health support they need, when they need it, at no cost.
Community Awareness Overview	At Mount Gambier Head to Health, fostering mental health well-being and diminishing stigma surrounding mental health challenges are central to our commitment. Community awareness functions as a key driver in achieving this mission. Through the execution of various initiatives, such as organising events and conducting opportunities for engagement, we actively engage with diverse groups, including Aboriginal and Torres Strait Islander communities, CALD groups, LGBTQIA+ individuals, and those at risk of experiencing mild to moderate mental illness. Community awareness will work to build meaningful partnerships, ensuring that Head to Health remains a trusted resource for individuals seeking support and understanding.
Job Purpose Statement	The Community Awareness Officer will contribute to the planning, delivery and evaluation of the community awareness activities, community events and community engagement strategy.  The CAO works closely with the Centre Manager, Senior Community Awareness Officer and staff to build strategic partnerships with referrers, community groups and key target groups: Aboriginal and Torres Strait Islander people, CALD, LGBTQIA+ and people at risk of suicide or homelessness.

	The CAO delivers non-clinical groups, education sessions and may co-facilitate a Consumer Reference Group.
Reporting Relationships	<b>Line Management:</b> Reports through the Mount Gambier Head to Health Centre Manager. Is accountable to the Board of Management of the FocusOne Health Inc. (through the organisational management structure).
Working Relationships	Participates in and actively contributes to the Consumer Reference Group, team meetings, and other internal and external network meetings.  Is a member of Mount Gambier Head to Health and is expected to liaise, support and assist members of the Mount Gambier Head to Health team and the wider FocusOne Health team.  Consults and collaborates with other mental health and wellbeing oriented service professionals, both within the organisation and the community, to ensure optimal engagement.
Line Management Responsibility	Nil
General Expectations	Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.  Maintains confidentiality and operates within the Information Sharing Guidelines.  Participation in Performance Development Reviews every 12 months.  FocusOne Health is a smoke free workplace.
Immunisation Requirements	FocusOne Health strongly encourages that employees for this position provide confirmation of their immunity status.  This role is identified as <b>Category C-</b> Minimal client contact. Occupational groups who have no greater exposure to infectious diseases than the general public. The exact nature of job responsibilities should be taken into account when deciding immunisation requirements and all staff should be encouraged to be vaccinated according to the Australian Immunisation Handbook.  FocusOne Health strongly encourages employees for this position provide confirmation of up-to-date COVID-19 vaccination, with a COVID-19 vaccine approved by the Therapeutic Goods Administration (TGA), prior to commencement of employment.
Special Conditions	<ul style="list-style-type: none"> <li>• Some of out of hours work may be required for which time off in lieu is to be taken</li> <li>• Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel may be required</li> <li>• A current South Australian Driver's Licence is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy</li> <li>• In accordance with the South Australian Child Safety (Prohibited Persons) Act 2016 and the Children and Young People (Safety) Act 2017, the successful applicant will be required to attain both a National Police Clearance and a Working with Children Check.</li> </ul>

Key Responsibilities – Mount Gambier Head to Health Community Awareness Officer DGP3			
Accountability	Key Activities and Outcomes (What is to be achieved-responsibilities and duties)	Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved)	
		Outcomes	Outputs
<b>1. Service Delivery</b>	<p><b>The Mount Gambier Head to Health Community Awareness Officer plans, delivers and evaluated community awareness activities, community events and community engagement strategy, specifically:</b></p> <ul style="list-style-type: none"> <li>• Contributing to the understanding of the needs of Aboriginal and Torres Strait Islander, CALD, LGBTQI people and people at risk of suicide or homelessness.</li> <li>• Contributes to the planning, partnering, and delivering Mount Gambier Head to Health community events in line with branding guidelines and CSAPHN Head to Health Annual Plan. Planning, and delivering local events to promote mental health and wellbeing campaigns.</li> <li>• Contributes to the content creation of the Mount Gambier Head to Health social media output, including content and monitoring levels of engagement.</li> <li>• Delivery of education sessions to community groups.</li> <li>• Media and marketing support to the wider Mount Gambier Head to Health team, including developing flyers, SM posts, media releases, resources etc.</li> <li>• Delivering non-clinical group programs</li> <li>• Facilitating a Consumer Reference Group – meetings, projects and recruitment.</li> <li>• Responding to requests from the public for Mount Gambier Head to Health presentations, presence, merchandise, stalls etc. and managing the booking of staff and members attending.</li> <li>• Monitor stocks of Mount Gambier Head to Health merchandise and resources</li> <li>• Participates in community engagement activities, some of which may be after hours.</li> <li>• Represents Mount Gambier Head to Health at community events and local network meetings.</li> <li>• Actively participates in operational activities, evaluation processes and team meetings at Mount Gambier Head to Health.</li> <li>• Develops a collaborative approach with relevant agencies to ensure emerging trends in service delivery are communicated with the Mount Gambier Head to Health team.</li> </ul>	<ol style="list-style-type: none"> <li>1. Creative, innovative and inclusive events are run and achieve the aims of reducing stigma, increasing help-seeking behaviour and raising awareness of mental health issues for people.</li> <li>2. Community events and activities are well coordinated, run smoothly and reflect the Head to Health brand.</li> <li>3. Strong adherence to organisational processes and procedures.</li> <li>4. Uniqueness of the people in our community is understood and celebrated.</li> <li>5. All individuals are treated with Dignity and Respect.</li> </ol>	<ol style="list-style-type: none"> <li>1. Actively participate in and seek engagement in regular community events (in addition to mental health national campaigns)</li> <li>2. Community presentations are delivered at a minimum of once per month</li> <li>3. 100% of events and programs delivered are accompanied by an approved project plan or scope, and have a written evaluation</li> <li>4. &gt;80% of education session participants would recommend the session to their peers</li> <li>5. 100% of partnering agencies provide positive feedback about their experience working with Mount Gambier Head to Health</li> <li>6. Any other data will be collected as required by the Mount Gambier Head to Health Annual Plan</li> </ol>

	<ul style="list-style-type: none"> <li>• Contributes to engagement with Aboriginal and Torres Strait Islander, CALD and LGBTQI community members that is culturally safe and appropriate.</li> <li>• Maintains a high level of communication with and between the Mount Gambier Head to Health Centre Manager, Senior CAO and clinical team and FOH Business Support Service staff.</li> </ul>		
<b>2. Program Implementation</b>	<p><b>The Mount Gambier Head to Health Community Awareness Officer contributes to the planning, evaluation, delivery and reporting of the Head to Health program.</b></p> <ul style="list-style-type: none"> <li>• Participates in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures.</li> <li>• Assists Mount Gambier Head to Health in working towards a collaborative approach with relevant agencies to ensure we are enhancing access to Mount Gambier Head to Health through our community engagement activities.</li> </ul>	<ol style="list-style-type: none"> <li>1. Maintains accurate program records, records of community awareness activities, and documentation of external meetings.</li> <li>2. Ensure that community awareness activities comply with the appropriate policies and procedures set out in the Policy and Procedures manual and as per legislative requirements (under the guidance of the Mount Gambier Head to Health Centre Manager)</li> <li>3. Maintains an up to date knowledge of FOH services, other associated services and relevant legislative changes affecting youth mental health service delivery.</li> <li>4. Collates and reports data as required in a timely manner.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide data for regular reports as requested including Board, H2H Community of Practice, CSAPHN and as otherwise requested</li> <li>2. Outlook calendar is up to date</li> <li>3. Project plans are up to date</li> <li>4. 100% of Mount Gambier Head to Health promotional materials are compliant with the Head to Health National branding guidelines.</li> </ol>
<b>3. Continuous Quality Improvement</b>	<p><b>The Mount Gambier Head to Health Community Awareness Officer assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health's quality assurance framework and supports the promotion of headspace Berri's services.</b></p> <ul style="list-style-type: none"> <li>• Is a conduit for communication between the Consumer Reference Group and Mount Gambier Head to Health.</li> <li>• Ensures the Consumer Reference Group has an active voice in the development and delivery of Mount Gambier Head to Health programs and activities.</li> <li>• Participates in team meetings, planning activities, program evaluations and FocusOne Health-wide quality assurance activities.</li> </ul>	<ol style="list-style-type: none"> <li>1. Demonstrate commitment to the objectives of the team and organisation and show considerable drive and effort in achieving work and organisational goals.</li> <li>2. Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and in line with organisational goals.</li> </ol>	<ol style="list-style-type: none"> <li>1. Participate in the development of the Mount Gambier Head to Health Annual Plan.</li> <li>2. Contribute to continuous quality improvement initiatives, reviews and documentation and demonstrates a commitment to same.</li> </ol>

	<ul style="list-style-type: none"> <li>• Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation and reporting.</li> <li>• Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs.</li> <li>• Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators.</li> <li>• Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&amp;S in the workplace.</li> <li>• Education sessions, presentations and groups are delivered in the context of the Contracted Services Scheduled between CSAPHN and FocusOne Health and in conjunction with Head to Health Guidelines, Mount Gambier Head to Health Program Guidelines, and FocusOne Health's Policy, Procedures, Work Instructions, and Templates and Forms.</li> </ul>	<ol style="list-style-type: none"> <li>Engages positively and professionally with FOH management, staff, clients and stakeholders.</li> <li>Actively participates in the Safety and Quality initiatives of the organisation including but not limited to: <ul style="list-style-type: none"> <li>• Participates in Manager 1:1 meetings</li> <li>• Integrates learnings and recommendations from every program evaluation in practice</li> <li>• Actively reports critical incidents and 'near misses' as per critical incident reporting procedures and participates in clinical incident processes</li> <li>• Participates in customer feedback initiatives, supporting clients to understand how their input is used to inform safety and quality of the organisation</li> </ul> </li> <li>Actively engages in understanding standards and implementing adherence to in community awareness practice.</li> <li>Demonstrates and participates in mandatory and professional learning; sharing with colleagues through sharing learnings and industry updates</li> <li>Displays 'openness' in professional conduct</li> </ol>	<ol style="list-style-type: none"> <li>Present at each operational team meeting on upcoming events, evaluations of prior events, Consumer Reference Group input into service delivery.</li> <li>Evidence of contribution to a culture of genuine curiosity, openness and learning within the Mount Gambier Head to Health team.</li> </ol>
<b>Administrative Duties</b>	<p><b>Actively undertake administrative duties related to the role and those that support the organisation</b></p> <p>Monitor emails, phone calls and other communications as required.</p> <p>Ability to work under pressure and prioritise workload.</p>	<ol style="list-style-type: none"> <li>Administrative tasks completed in a timely fashion and tasks are prioritised demonstrating effective time management.</li> <li>Supports other teams and staff in administrative functions to ensure quality</li> </ol>	

		Customer Service and Team Work is demonstrated; including support of key service functions such as reception, office arrangements and positive organisational culture maintained.	
<b>Team Work</b>	<p><b>Actively contribute to the success of FocusOne Health and its culture through effective communication, and by contributing to and facilitating teamwork in all facets</b></p> <p>Demonstrated ability to work independently as well as part of a multi-disciplinary team.</p> <p>Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</p> <p>Provide guidance to FOH staff on the interpretation of the Head to Health National branding guidelines.</p>	<p>1. Contributes positively and professionally to teams and programs working within.</p> <p>2. Demonstrate active participation in team planning; ensuring team initiatives are communicated across teams you work within.</p> <p>3. Motivates and engages the Mount Gambier Head to Health team to participate and contribute to events.</p> <p>4. Display organisational values, role models appropriate conduct and operates within organisational boundaries and systems</p> <p>5. Prepare for and participate in regular 1:1s with manager, utilising the time to report achievements, issues and concerns</p>	<p>1. 100% of planned events involve the Mount Gambier Head to Health team .</p>
<b>Work Health Safety and</b>	<p><b>Maintaining and improving the quality in all FOH activities. All activities are implemented with consideration to safe work practices; meeting obligations under WHS legislation</b></p> <p>Contributing to quality in FOH's services and programs by demonstrating initiative, and communication with team members, stakeholders and clients, utilising FOH information management guidelines to record and document</p> <p>Deliver quality outcomes for the community and stakeholders, including participating in internal audits, drills and utilising service improvement request</p>	<p>1. Work Health &amp; Safety issues and controls implemented</p> <p>2. Specific program outcomes demonstrated in reporting</p> <p>3. Participation in internal audits as requested</p> <p>4. Participation in drills as required</p>	<p>1. 100% of workplace hazards and incidents are reported immediately.</p> <p>2. Participates actively in Risk Management and Hazard Identification (Job Safety Analysis).</p> <p>3. Completes WHS requirements/ documentation (eg Client Risk Profile, In Out Board for client</p>



	<p>Participates and maintains WHS knowledge and WHS training; including awareness of FOH WHS Risk plan, policies and procedures.</p> <p>Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FOH facilities/equipment/services</p>	<ol style="list-style-type: none"> <li>5. Utilisation of Service Improvement Request process as necessary</li> <li>6. Hazard and Incident reports completed</li> </ol>	<p>visits, worksite inspections and use of duress alarms).</p>
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Essential Minimum Capabilities	
Skills and Abilities	<ul style="list-style-type: none"> <li>• Ability to interact well with people, families and health professionals across disciplines.</li> <li>• Excellent oral and written communication and interpersonal skills.</li> <li>• Excellent computing and keyboard skills and proven experience with Microsoft Office suite.</li> <li>• Ability to prioritise tasks, set objectives, meet deadlines in a timely manner, and complete tasks to a professional standard.</li> <li>• Able to be self-motivated, enthusiastic and energetic and adapt readily to change.</li> <li>• Ability to plan events confidently and competently.</li> <li>• A growth-mindset: a commitment to ongoing learning and improving practice.</li> <li>• Exercise initiative and judgement in problem solving.</li> <li>• Ability to contribute to a team culture of openness, practice sharing and curiosity.</li> <li>• Experience social media strategy and relevant social media applications.</li> <li>• Ability to work with LGBTQIA, Aboriginal and Torres Strait Islander and CALD people</li> <li>• Capacity to advocate, address barriers and engage flexibility with people.</li> <li>• Ability to lead and present to a group of people.</li> </ul>
Experiences	<ul style="list-style-type: none"> <li>• Demonstrated experience in community development, community capacity building or awareness raising.</li> <li>• Demonstrated ability to build solid working relationships with financial and in-kind partners</li> <li>• Demonstrated experience in coordinating and scheduling events/groups/activities</li> <li>• Demonstrated experience working with Aboriginal and Torres Strait Islander, CALD and LGBTQI people.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of mental health treatments for mild to moderate mental illness in people.</li> <li>• Knowledge of trauma-informed practice principles for work with people.</li> <li>• An understanding of early intervention in mental health.</li> <li>• An understanding of the issues relating to people living in a regional community, in terms of accessing treatment services and in supporting recovery.</li> <li>• Awareness of the integral role of General Practice, Psychiatry and Local Health Networks in the assessment, treatment and referral.</li> <li>• An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions.</li> <li>• An understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&amp;S Act.</li> <li>• An understanding of cultural issues in working with minority groups of people including Aboriginal and Torres Strait Islander, LGTBIQ and CALD communities</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Relevant AQF level 5 or above (Diploma or above) in a related field (eg business/project management, marketing and communications, community services).</li> </ul>
Desirable Characteristics	
Experiences and Knowledge	<ul style="list-style-type: none"> <li>• Experience in corporate fund raising</li> <li>• Experience in a mental health or primary health setting.</li> <li>• Experience in liaising with mental health related agencies at a local and or state level.</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of local and regional health services and social networks for people.</li> <li>• Experience in running groups</li> <li>• An appreciation of the long-term goals of FocusOne Health.</li> </ul>		
Personal Abilities	<ul style="list-style-type: none"> <li>• Ability to be innovative and self-directed.</li> <li>• Skills in public speaking and/or facilitating training.</li> </ul>		
<b>Organisational Requirements</b>			
Acknowledgement and Approval			
Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.			
<b>Acknowledged by Employee:</b>	<b>Date:</b>	Signature:	
<b>Approved by CEO:</b>	Scerina Rasheed	<b>Date:</b>	Signature: