



Murray Mallee
General Practice
Network



**Recruitment
Information Package.
Assisting you in your application to join
our team.**

www.mmgpn.org.au - (08) 8531 1303



“Building healthy and resilient people and communities”

Vacancy Information:

Position: *Community Connections/Program Support Worker*

Salary: *Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options. TOIL & 5 weeks Annual Leave, all of which will significantly boost your overall package.*

Status: *Full time Fixed term until 30 June 2019.*

Closing Date: *Friday 1st March 2019*

Thank you for your interest in applying for the above position.

If you have a passion for making a difference in the lives of young people, 12 – 25 years, particularly those at risk of developing severe mental health issues and with complex needs, then we want to hear from you. We have a rewarding professional full time role available, based at our Victor Harbor office.

headspace Murray Bridge is seeking a Community Connections/Program Support Worker to join our team in Victor Harbor. The key purpose of this role is to promote headspace services in the community through coordinating community awareness raising activities in the region. Another important part of this role will be assist to set up the new office in Victor Harbor and provide administration support to the service. This position will also foster youth engagement with headspace and seek community feedback around service needs and gaps through the facilitation of a youth reference group and provision of psychosocial group programs.

We are looking for an applicant with a minimum Certificate 4 in Youth work or tertiary qualification in a relevant discipline, and/or extensive experience in community development, health promotion, public health, social sciences or education.

Remuneration will be negotiated dependant on skills, experience and qualifications. Our organisation offers generous salary packaging options, 5 weeks Annual Leave & TOIL, in addition to a flexible and supportive working environment.

This information package contains information about the Murray Mallee General Practice Network, and guidelines on submitting your application.

You will find within this information package:

- ***An overview of the Murray Mallee General Practice Network***
- ***Position Description & role requirements.***



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How to apply:

Job description and advice on how to apply can be obtained on our website: headspace.org.au/murraybridge. All enquiries to krisd@mmgpn.org.au or phone (08) 8531 1303

Applicants are requested to send a covering letter, addressing the key selection criteria, and resume to the Business Manager, PO Box 292, Murray Bridge 5253 or emailed to krisd@mmgpn.org.au by **COB 1st March 2019**

About Us:

Established in 1995 as the **Murray Mallee Division of General Practice**, the organisation has evolved to become the **Murray Mallee General Practice Network**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

Youth Mental Health:

We are the lead agency for headspace Murray Bridge which provides holistic early intervention services through a range of primary health care providers and consortium partners.

Mental Health Team

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Tailem Bend and Meningie.

Demography:

The Murray Mallee General Practice Network is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees and interns within our practices.

The MMGPN is fully accredited under TQCSI. Our accreditation status is oversights and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

Murray Mallee GP Network abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to: <http://www.ombudsman.sa.gov.au/isg/>



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Seeking employment with the Murray Mallee General Practice

Network:

Job seekers considering employment with the Murray Mallee General Practice Network should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant’s suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position’s requirements. The person who is best able to demonstrate the match of their knowledge, skills and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the Murray Mallee General Practice Network.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the Murray Mallee General Practice Network, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.
- 2) A resume may be attached to an application, but it should complement the information provided in the application and focus on the broader skills and competencies
- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.
- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no specific requirement, unless otherwise stated. However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.
- 5) Follow the application instructions provided, complete any forms and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.



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- 6) Try to find out as much information as possible about the agency. The Murray Mallee General Practice Network website www.mmgnp.org.au contains a lot of useful information.
- 7) Check and recheck your application document, do not rely on your computer’s “spell check”. Get a friend or family member to read the document.
- 8) If you are invited to an interview it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e. dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, www.workplace.gov.au



JOB AND PERSON SPECIFICATION

Title of Position:	Community Connections/Program Support Officer
Classification:	HPSO 1
Type of Position:	Full time
Term Appointment:	Contract until 30th June 2019, renewal subject to performance and ongoing funding.
Salary:	According to qualifications & experience

Approved by Chief Executive Officer: June 2018

The mission of **headspace** Murray Bridge is to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance abuse disorders through early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework. **headspace** Murray Bridge is funded through the Country SA Primary Health Network.

The **headspace** Murray Bridge program is under the auspices of the Murray Mallee General Practice Network as the Lead Agency and is supported by a range of consortium partners who share the **headspace** vision.

JOB SPECIFICATION

1. POSITION SUMMARY

The Community Connections Officer/Program Support Worker (1.0 FTE) is to be part of the headspace Murray Bridge team based in Victor Harbor. Their key purpose is to promote the range of primary care services available within Victor Harbor and surrounding areas to young people, communities and families. Some administrative assistance including general office duties, reception, data entry, work processing and information management. This role will form an important part of the team as the first point of contact for



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many of our consumers, providing screening and guidance through the range of health services available to them. This position will also foster youth engagement with headspace.

The Murray Mallee General Practice Network is the lead agency for **headspace Murray Bridge**. The Community Connections/Program Support Officer is employed by the Murray Mallee General Practice Network

2. REPORTING/WORKING RELATIONSHIPS

The Community Connections Officer will operate within the headspace Victor Harbor service and will report to the Business Manager.

3. SPECIFIC CONDITIONS

- The position will be based at the headspace site in Victor Harbor.
- Participation in regular performance management reviews is required.
- Flexible working hours (some out of business hours and weekends) may be required for which time in lieu may be taken.
- Intrastate travel, particularly throughout the headspace region may be required.
- Current driver's license required.
- A vehicle is available for work purposes. If use of own vehicle is required for work purposes reimbursement will be made as per the rates determined by the relevant Modern Award.
- A Department of Communities and Social Inclusion screening check for child and vulnerable person related employment is required, as well as a National Police Clearance. All must be updated every 3 years, or upon our request.
- Minimum requirements of Certificate 4 in Youth Work qualifications and experience working with young people.
- Further contracts will be subject to performance and ongoing funding.

4. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES:

They will have responsibility for the following activities:

- Ensure accessible information is provided to young people, their families and the local community to increase the capacity of young people and their community to connect with appropriate health and wellbeing supports at the time they are needed.
- Maintain a presence and reception service at the headspace outreach service in Victor Harbor as required for supporting warm entry to headspace.
- Support individuals to complete a brief entry screening assessment to establish an indication of need and risk, where applicable.
- Provide administrative assistance support to the Victor Harbor office

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- Participate in local youth networks to promote available services and referral pathways and support strategies for building sector capacity around youth mental health.
- Assist in the organisation and delivery of relevant community events and activities such as headspace training activities, community events, and promotional days/weeks.
- Recruit, train, supervise and support young people to be involved in the headspace Youth Reference Group to be established in Victor Harbor and/or develop other mechanisms to engage young people with the work of headspace in Victor Harbor.
- Work closely with the headspace team in Victor Harbor to ensure that the views of young people and families are integrated into service planning and service delivery.
- Keep up to date with relevant youth sector trends, gaps and information.
- Ensure that primary health care is promoted in a positive manner at all times and work in accordance with the organisation’s Strategic Plan. .
- May assist young people at risk to better manage e.g. life skills, anger management, and conflict resolution.

4.1 Other responsibilities:

- **Work Health and Safety**
Ensuring a safe working environment at all times by maintaining effective work practices, adopting procedures and practices that comply with the Occupational Health and Safety Act, and taking reasonable care to protect your own health and safety and the health and safety of others
- **Equal Opportunities Legislation**
Promoting and implementing policies and procedures and the prevention of harassment, bullying and intimidation.
- **Professional Codes of Conduct and Ethics**
Complying and practicing within relevant Federal and State Legislation and the profession’s code of practices/ethics

5. OTHER DUTIES AS DIRECTED.PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Personal Skills/ Knowledge / Experience

Educational/Vocational Qualifications

- Minimum Certificate 4 in Youth work or equivalent qualification

Personal Abilities/Aptitudes/Skills

- Ability to relate to young people and their families and to work with them to achieve change and quality outcomes.
- Ability to work within a multidisciplinary team.
- Assessment skills and ability to network with other agencies and refer as appropriate
- Ability to contribute to considered discussion with young people, and with the team, about client needs and appropriate ways to meet those needs.
- Respect patient privacy & confidentiality
- Ability to work in conjunction with, and be sensitive to, the needs of different cultural groups.
- Ability to communicate effectively verbally and in writing with other employees, clients and their families, members of the community, and both government and non-government agencies.
- Familiarity with Microsoft Office Suite (Outlook, Word, Excel, Access and Publisher)



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- Ability to perform multiple tasks and meet deadlines
- Competent computer skills and experience with online health platforms
- Hold a current driver’s license

Experience

- Experience engaging with young people and community members.
- computer skills in the Windows environment and online technologies
- Work Health Safety Act, Policies and Practices
- Equal Opportunities Legislation, policies and practices

DESIRABLE REQUIREMENTS

(To distinguish between applicants who have met all the essential requirements)

Experience

- Working with youth, families, agencies and communities.
- Program delivery and development
- Assessment and referral of young people.
- Computer client data base tools

Knowledge

- Appropriate community resources for families and adolescents.
- Knowledge of, and experience in, recreational, practical and social learning programs for families of adolescents