

4. POSITION SUMMARY

This position will assist the vocational services team in evaluating and improving the support they provide to young people who are accessing work and study services—that is, young people who are looking to find a job or are looking for education pathways. The successful applicant will complete a project to evaluate our services from a young person’s perspective, and will provide recommendations on how young people’s needs can be addressed and included in every aspect of the work we undertake.

We want to ensure that our work is meeting the career and education needs of the young people we work with, and that young people are at the centre of all work we do. We know that it can be difficult to find and maintain work and study, and recognise that young people are key partners to help us in identifying what works.

5. POSITION CONTEXT

This role is located within the Vocational Services team at headspace National. This team operates two national online services that assist young people in reaching their work and study goals:

- The ‘Work and Study Service’ provides support to young people in career planning, job search and education pathways
- The ‘Career Mentoring Service’ matches young people with an industry mentor to provide personalised assistance to help them find, maintain and enjoy work

Young people are referred through to these services from headspace Centres, eheadspace (headspace’s online clinical service) and external community organisations. Participation in the programs is voluntary, young person led and strengths based. We pride ourselves on offering innovative and tailored career and education assistance.

The Team is made up of around 12 staff. The intern will work closely with staff and be allocated a supervisor who will provide direct supervision and support. They will also receive support from the Youth Participation Coordinator.

Within the role the intern may also work with other headspace departments, such as the Strategic Communications team.

6. KEY RESPONSIBILITIES/OUTCOMES

Work in a dynamic team to evaluate if headspace National work and study programs are meeting the needs of young people in 2019, this will include the following responsibilities:

- Help the team to identify the key needs of current job seekers in terms of newly emerging labour market trends
- Consider the diverse needs of headspace priority groups in regards to work and study
- Research similar service offerings to see what appeals to the youth market in terms of work and study assistance and evaluate the impact of other services provided
- Use existing data and evaluations of the services to draw out key themes or areas for improvement
- Evaluate the team’s current approach to youth participation and identify opportunities for improvement
- Any other duties consistent with the position where required by team leadership.

The key outcome of this internship position will be the delivery of a project that identifies, researches and proposes some central areas of improvement to ensure our work meets the needs of young people. The specifics of the project will be based on the intern's experience, area of interest and areas of expertise.

7. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

7.1 Essential

- Recent experience in searching for work and/or study and personal understanding of the challenges young people can face in finding work and study, particularly those living with mental health challenges
- Broad understanding of the way work and employment is changing for young people, and some of the trends impacting the job market
- An appreciation of the importance of meaningful work and study and an eagerness to improve young people's experiences in finding work and study
- Ability to analyse a problem from multiple perspectives
- Respect for diversity and ability to work with a broad range of people
- An outgoing and positive attitude to working in a team
- Strong communication skills and computer skills

7.2 Desirable

- Experience evaluating data and information
- Experience participating in work and or study support programs (eg. JobActive)
- A broad understanding of the employment support system in Australia.

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's 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
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times