



headspace

National Youth Mental Health Foundation

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Position Description

Intern – hMIF and Centre Services

Location: National Office – Melbourne

Division: Centre Services

Employment Type: Fixed term, 12 weeks

Level: Intern

Approved By: Julia Smith

Date Approved: July 2019

Agreed By: _____

Date Agreed: _____

Date Agreed: _____

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At **headspace**, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all **headspace** employees are expected to undertake their work in accordance with the **headspace** values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people

- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

4. POSITION SUMMARY

The Intern will be primarily responsible for a project to improve and strengthen the input of both young people and their families and friends in the new version of the headspace Model Integrity Framework (hMIF).

The hMIF outlines the core components of the headspace centre service model and the minimum requirements that headspace centres must meet to demonstrate they adhere to the model and be certified by headspace National. The first version of the hMIF was undertaken by centres between 2017 and 2019 and the new version is currently scheduled to be rolled out to centres in 2020.

This role will work with the National Program Manager and hMIF team members to identify and develop improved processes, mechanisms, opportunities and options for youth and family and friends participation. This will be crucial to ensure that the new hMIF has a comprehensive youth-based and inclusive perspective and is able to accurately assess an individual centre's commitment to these core components of the model.

The intern will use their communication and analytical skills, in conjunction with their own knowledge and experience, to review and reflect on the prior work undertaken by the hMIF team. They will then work collaboratively with the team to find new and better ways to ensure that meaningful participation is embedded in the hMIF and its roll-out to centres.

5. KEY RESPONSIBILITIES/OUTCOMES

- Collaborate with relevant program areas and teams (such as the hMIF, Centre Services, Participation and Research & Evaluation teams) to collate participation information and data from the first version of the hMIF.
- Review and analyse data to assess the effectiveness of the participation methods used by the hMIF Team to identify improvements.
- Research other participation methods to ensure suggested improvements and changes are aligned with evidence-based practice.
- Work with the National Program Manager and hMIF team to consult and seek feedback on proposed changes from relevant program stakeholders such as hY NRG.
- Produce a final report and set of recommendations to enhance and strengthen the participation mechanisms for young people and family and friends in the new hMIF.

Project Delivery

- Develop an appropriate project plan for work and tasks you are responsible for in collaboration with the National Program Manager.
- Manage those work tasks in line with the project plan and highlight any issues of problems to the National Program Manager.
- Provide status reports on the project to the National Program Manager and wider Centre Services team as required.

Other Responsibilities

- Work with and across the broader Centre Services team as required.
- Other duties consistent with the position where required and/or requested by the National Program Manager from time to time.

6. SELECTION CRITERIA

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

6.1 Essential

- Completed or undertaking tertiary level qualification in Social Services, Psychology, Humanities and/or related health discipline.
- Basic understanding of the project management lifecycle and an ability to track and report against agreed work tasks and milestones.
- Able to effectively collate, analyse and interpret data and information from different sources.
- Well-developed verbal and written communication skills.
- Ability to work both independently and collaboratively as a productive team member.

6.2 Desirable

- Stakeholder engagement skills including an ability to build relationships and work effectively across different program areas and teams.
- Prior experience and/or participation in service improvements

7. 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