

Position Description

Intern – headspace youth online community hub activation project

Location: National Office - Melbourne

Department: Clinical Practice – Participation Team

Level: HS1

Employment Type: Casual, 12 week contract

Approved By: Vikki Ryall

Date Approved: June 2019

Agreed By: _____

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

hANNAH (headspace Advocates Network National Action Hub), is an online platform that brings together members of Youth and Family & Friends Reference Groups and relevant support staff from across the headspace Network. hANNAH is comprised of the Microsoft Office 365 programs Yammer (a workplace social media platform) and SharePoint (an online document and information sharing platform). This Intern will manage the headspace youth online community hub activation project. The project will include coordinating an evaluation into the uptake of hANNAH (introduced in 2018), identifying and implementing necessary improvements, and designing and leading an activation campaign to increase uptake and usage by the centre network.

The successful applicant will be a person with interests in project management, change management, youth participation, and inspiring community engagement in an online platform.

5. POSITION CONTEXT

The intern will report to the Participation Manager and will receive additional support from the Youth Participation Officer. The Intern will work within the Participation team – part of the broader Clinical Practice Division – at headspace National in the Melbourne CBD. The Intern will work two days per week for a period of 12 weeks.

The Intern will work closely with members of:

- headspace Youth National Reference Group (hY NRG)
- Family & Friends Reference Group
- Strategy & Business Transformation team
- Workforce Education & Training team
- Brand, Marketing & Communications team

6. KEY RESPONSIBILITIES/OUTCOMES

- Conduct a brief evaluation of hANNAH (headspace Advocates Network National Action Hub) and its implementation across the headspace centre network.
- Make recommendations regarding adjustments to the system and its suggested use.
- Design and initiate an activation campaign and associated measures to increase uptake and use of the hANNAH platform with support and advice from key personnel (may include coordination of marketing and information collateral, webinars or online events).
- Recommend an ongoing management framework to support maintenance of the platform.
- Any other duties consistent with the position where required by the Participation Manager.

7. SELECTION CRITERIA

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

7.1 Essential

- A keen interest in project management, change management and evaluation.
- An interest in and passion for youth participation.
- Skills in communication and stakeholder engagement, including highly developed verbal and written communication skills.
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- Experience using digital systems and social media.
- The ability to work in a highly productive environment with time pressures while managing multiple tasks.
- The ability to work with a broad range of people from a variety of backgrounds and experiences.
- Ability to work both independently and collaboratively as a productive team member.

7.2 Desirable

- An interest in youth mental health.
- Skills in marketing and communications.
- Skills in managing information and communication technology and web-based applications.
- An understanding of or study background in change management or organisational psychology.

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