

Position Description



Title	Hearing Voices Youth Facilitator
Business Unit	Voices Vic Program
Location	211 Chapel Street, Prahran 3181
Employment type	Maximum term Part Time (60.8 hours per fortnight)
Reports to	Program Manager

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallecoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

Voices Vic is a state-wide award winning and research supported specialist program led by peers with lived experience, improving the wellbeing and recovery of people with mental health challenges.

Voices Vic provides dynamic peer led recovery groups, one-on-one support & facilitates training across Australia for organisations and individuals who work with people who hear voices.

The Hearing Voices Youth Facilitator will be responsible for:

- Setting up, facilitating and delivering the Youth Hearing Voices Project
- Developing and facilitating the Voices Vic training programs & information sessions
- Supporting the Youth Hearing Voices recovery group

Your goal will be to transform the perception of voice hearing, reduce the stigma and provide tools for young voice hearers to change the relationship with their voices.

Position description

Hearing Voices Youth Facilitator

3. Scope

Budget:

- nil

People:

- nil
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4. Relationships

Internal:

- Supervisor
- Uniting Staff
- Volunteers
- Participants of groups and trainings
- Program Manager
- Group Network Coordinator
- Peer Worker
- Peer Support Facilitator
- Youth Facilitator
- Marketer
- Research Worker

External

- Participants & Carers
 - Youth services, Headspace, Wellways, Carers Victoria, Department of Health & Human Services, Tandem, SHARC, VMIAC, Swinburne University, Primary Health Care Networks, Monash Health, St Vincent's & Alfred, North Western Mental Health Services
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5. Key responsibility areas

Service delivery

- Establish and setup Youth Hearing Voices groups in Victoria both in person & online
- Co-collaborate with young voice hearers and develop a 6 - week skills building course for voice hearers that will be delivered through youth services
- Approach services working with young people and access established partnerships with youth mental health services
- Contribute to the marketing plan with the view of reaching the consumer group
- Develop a "Youth Resource Pack" for young voice hearers, organisations, families and youth workers
- Provide early intervention and develop skills of young voice hearers, carers and workers in line with the Hearing Voices Approach across metropolitan Melbourne & Regional Victoria
- Provide guidance, mentoring and advice in the development of volunteers in the area of group facilitation.
- Work with the Voices Vic Program Manager and other team members to develop an overall strategy for the future of "Voices Vic Youth Hearing Voices Project".
- Provide leadership and specialist expertise in the development and delivery of high quality training programs.

Position description

Hearing Voices Youth Facilitator



- Assist in the planning, development, administration, marketing and facilitation of information sessions and training sessions for youth focused tertiary education programs and health services across Victoria.
- Provide mentoring and additional support to workers after the completion of the training to ensure the Hearing Voices Approach practices are embedded into services.
- Present on the Hearing Voices Approach at relevant industry conferences and tertiary institutions.
- Provide quotes for talks and training programs on behalf of Voices Vic.
- Work with research worker (and/ or other appropriate person(s) to assess evaluations & feedback received from training courses, groups & information sessions and enact appropriate modifications.
- Contribute to general Voices Vic administration & enquiries.
- Facilitate Voices Vic training packages for internal training calendar and external organisations.

Other requirements

- Willingness to learn and understand the background of work, programs and approach used at Voices Vic
- May have lived experience, but not essential
- Experience working with Youth between the ages of 16 – 25
- An understanding of the Mental Health sector
- Experience facilitating workshops, training and group facilitation
- Complete other duties as requested by Program Manager
- Attend relevant Uniting staff training & engage in Uniting support services, as required
- Assist with general data management and other related research and administrative activities for Voices Vic.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Position description

Hearing Voices Youth Facilitator



6. Performance indicators

- Deliver training & information sessions to a minimum of 4 Health Services across Victoria in Hearing Voices Approach
- Setup and delivery of (minimum) 1 Youth Hearing Voices Group in Victoria
- Collaborate with young voice hearers and develop a 6-week skills building course for voice hearers
- Develop youth resources pack for young voice hearers, families and youth workers
- Offer no-cost Hearing Voices Training including Voice Profiling, Hearing Voices Approach & Hearing Voices Group Facilitation across clinical and community services
- Present on the Hearing Voices Approach at one relevant tertiary institution and industry conference
- Ensure a minimum of 16 Youth participants partake in the in the Hearing Voice Groups
- Contribute to the reduction in the stigma of voice hearing within the general community and amongst students, carers, youth workers and services
- Voice hearers learn to accept, work with and cope with the voices that can provide for self-acceptance and a more positive relationship and less distress with their voices
- Work professionally and collaboratively with all Uniting staff, contractors and volunteers
- Engage with all external parties/services in a respectful and dutiful manner

7. Person specification

Qualifications

- Certificate IV in Mental Health, Peer Work, Training and Assessment and/or Formal Tertiary qualifications in Psychology, Social Work, Psychiatric Nursing, Youth Work or other Allied Health Disciplines
- Qualifications or training in facilitation (desired)

Experience

- Relevant experience working with Youth between the ages of 16 – 25
- Strong understanding and experience with facilitation of workshops, trainings and group facilitation
- Demonstrated understanding and knowledge of the Mental Health system, public and/or private.
- Skills in engagement, collaboration and networking with other health services (desired).
- An understanding and/or completion of training of the Hearing Voices Approach and philosophy.
- Ability to work within a team and manage time efficiently.
- Strong understanding of the needs and issues facing young people experiencing severe and enduring mental illness
- Ability to work effectively with Microsoft Windows, Microsoft Office and client database applications.
- Lived experience of recovery of Hearing Voices (with the application of the Hearing Voices Approach preferred, but not essential) and willingness to share your lived experience of recovery with other colleagues and clients is desired but not essential
- Previous experience working with voice hearers (desired)

Position description

Hearing Voices Youth Facilitator



Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Understanding of the Hearing Voices Approach: and facilitation.
 - Project Management: ability to prioritise multiple tasks and meet deadlines; stakeholder.
 - Management, capacity to work in a team and independently.
 - Knowledge and experience in facilitation with high levels of interpersonal and team skills.
 - Excellent verbal and written communication, resilience & relationship skills.
 - Demonstrated experience working with Youth.
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8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>