

## COMMUNITY AWARENESS OFFICER - CALD

AUGUST 2025

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### POSITION SUMMARY

Location:	headspace Glenroy		
Functional area:	Primary Clinical Services		
Classification/ Salary:	Social, Community, Home Care and Disability Services Industry Award 2010, Social and Community Services Employee, Level 4 + 12% super + access to \$15,900 NFP salary packaging		
Job level	4		
Reports to:	Clinical Services Manager		
Employment type:	Full time		
Employment length:	Contract until Dec 17, 2027		
Direct reports	-	Indirect reports	-

### POSITION PURPOSE STATEMENT

The Community Awareness Officer (CAO) – Culturally and Linguistically Diverse (CALD) will play a pivotal role in enhancing access to mental health services for young people from migrant, refugee, and ethnic minority backgrounds. This role is dedicated to addressing the unique cultural, linguistic, and systemic barriers that can prevent these communities from seeking and receiving appropriate mental health support.

Working with a high degree of autonomy and supported through regular staff meetings, supervision, and guidance from senior staff, the CALD CAO will lead the design, delivery, and evaluation of community awareness and youth participation initiatives across the local area. These initiatives include ten school-based workshops and five community events annually, specifically targeting underrepresented cultural groups with a strong presence in the region, such as Islamic, Nepalese, Indian, Pakistani, Arabic-speaking, and Turkish communities.

The CALD CAO will also collaborate closely with the Youth Advisory Group at headspace Glenroy to inform and guide engagement strategies, including outreach to local schools and culturally specific services. A key aspect of the role involves providing training and consultation to enhance the cultural competency of staff, ensuring that mental health services are inclusive, responsive, and culturally safe for CALD young people.

### REVOLUTION IN MIND

In addition, the CALD CAO will be responsible for building and maintaining strong partnerships with community organisations, schools, and settlement services. These partnerships will support joint engagement activities, improve referral pathways, and strengthen community capacity to respond to the mental health needs of CALD youth.

### About headspace

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

## POSITION FOCUS

	Key responsibility area	Percentage
1	Program development and delivery	55%
2	Stakeholder Engagement	20%
3	Partnership development	15%
4	Other	10%

## POSITION KEY RESPONSIBILITY AREAS

### 1. Program development and delivery

- Develop and deliver a range of activities and programs to increase mental health literacy and reduce stigma and discrimination associated with mental health and other health/social issues for young people with a CALD background.
- Increase awareness of headspace services amongst CALD young people, their families/carers and friends, and the local community.
- Plan, implement, and evaluate community awareness and capacity-building initiatives tailored to CALD communities, with accountability for program outcomes.
- Consult with the Youth Advisory Group at headspace Glenroy and devise a plan and strategy to consult further with young people from schools in the area, as well as cultural-specific services
- Provide culturally tailored information and support to help young people navigate the mental health system and overcome language and cultural barriers
- Coordination and facilitation of 10 school-based workshops per annum targeting CALD youth.
- Attend and participate in at least five local cultural community events throughout the year to strengthen community engagement and visibility.
- Implementation of regular feedback surveys, interviews, and focus groups with young people from CALD backgrounds.
- Lead outreach efforts targeting young people from migrant, refugee, and ethnic minority backgrounds, addressing specific cultural and systemic barriers to mental health support.

### 2. Stakeholder engagement

- Build and maintain strong relationships with local community organisations, schools, and settlement services to identify and engage young people who may not otherwise access mental health support.
- Develop and sustain partnerships with schools, community groups, and public and private sector agencies to support shared community engagement initiatives and capacity-building efforts.

	<ul style="list-style-type: none"> <li>• Coordinate joint awareness activities with stakeholders to promote mental health literacy and early help-seeking among CALD youth.</li> <li>• Establish and maintain effective referral pathways to and from headspace, ensuring culturally appropriate access to services.</li> <li>• Provide consultation and training to staff and stakeholders to enhance cultural competency and responsiveness in service delivery.</li> </ul>
<b>3. Partnership development</b>	<ul style="list-style-type: none"> <li>• Establish and maintain effective partnerships with internal and external stakeholders, including local CALD organisations, schools, and service providers.</li> <li>• Develop new partnerships with community-based CALD organisations and educational institutions to enhance outreach and engagement with young people from diverse backgrounds.</li> <li>• Collaborate with local agencies to improve referral processes, aiming to reduce wait times and increase service accessibility for CALD young people.</li> <li>• Identify and address gaps in existing referral pathways by creating new connections and strengthening inter-agency collaboration.</li> <li>• Act as a liaison between headspace and community stakeholders to support culturally responsive service delivery and shared community engagement initiatives.</li> </ul>
<b>4. Other</b>	<ul style="list-style-type: none"> <li>• Work with existing CAO to maintain an online presence to promote the local headspace centre through social media platforms and websites specific to CALD communities.</li> <li>• The role may incorporate other headspace related activities and responsibilities as directed by the Clinical Services Manager.</li> </ul>

## EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> <li>• Tertiary qualifications in the social or health sciences, community development or a related field, and/or substantial relevant experience in a similar field.</li> </ul>
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## EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> <li>• Deep understanding of cultural diversity and the ability to engage respectfully and effectively with people from migrant, refugee, and ethnic minority backgrounds.</li> <li>• Demonstrated understanding of mental health, alcohol and other drug issues, and broader health and social challenges affecting young people, particularly those from CALD backgrounds.</li> <li>• Proven experience in developing, implementing, and evaluating community awareness and engagement programs</li> <li>• Well-developed judgement and problem-solving skills, with the ability to identify and manage risks, including those related to brand and reputation.</li> <li>• Demonstrated ability to build and maintain effective partnerships with community, government, and non-government organisations to achieve shared outcomes.</li> <li>• Excellent written and verbal communication skills, with the ability to tailor messaging for diverse audiences.</li> <li>• Experience in designing, facilitating, and presenting workshops for young people and community stakeholders, with a focus on mental health literacy and cultural relevance.</li> <li>• Strong organisational, time management, and digital literacy skills, including proficiency in relevant software and tools.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Experience in capacity building and community development, particularly within CALD communities.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Genuine passion, energy, and commitment to improving health outcomes for young people, particularly those from diverse backgrounds.</li> <li>• Proven ability to work collaboratively and respectfully with young people, demonstrating empathy, compassion, flexibility, and cultural sensitivity.</li> <li>• Sound knowledge of the youth mental health system and available support services, with an understanding of how to navigate and connect young people to appropriate care.</li> </ul>

## KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• headspace Glenroy centre staff</li> <li>• Youth Advocacy Group</li> <li>• Community Awareness Officers at Orygen headspace locations</li> </ul>
External	<ul style="list-style-type: none"> <li>• Local council</li> <li>• Local youth groups and services</li> <li>• Local schools</li> <li>• Local CALD community organisations</li> <li>• headspace national</li> </ul>

## SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> <li>• Unrestricted right to live and work in Australia.</li> <li>• A current National Police Check will be required.</li> <li>• Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.</li> <li>• You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.</li> <li>• A current Victorian driver's licence (desirable)</li> <li>• <b>Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.</b></li> </ul>
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## SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> <li>• Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.</li> <li>• Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.</li> <li>• Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.</li> <li>• Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.</li> <li>• You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.</li> </ul>
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## ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
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Signature	[insert signature]
Date	[insert date]