



POSITION DESCRIPTION

MOST ENGAGEMENT OFFICER

Location:	Queensland, Remote/Hybrid
Division:	Orygen Digital
Salary range:	\$55,000 - \$70,000 per annum pro rata (commensurate with skills and experience) plus superannuation and access to NFP salary packaging
Employment Type:	0.6 – 1.0 FTE position available for 12 months
Position reports to:	Clinical Implementation Lead QLD, Orygen Digital

1. POSITION SUMMARY

The MOST Engagement Officer will be part of a dynamic team that is working with external services to offer Orygen Digital’s Moderated Online Social Therapy (MOST) to young people. The role involves talking with young people and their families/carers to explain how MOST can be an additional support to the care they are receiving in their face-to-face service, and to help them sign up to the platform. The MOST Engagement Officer will have a highly developed ability to communicate effectively with young people and their families/carers, a flair for influencing others, and the ability to work autonomously.

What is MOST?

Orygen Digital’s MOST (Moderated Online Social Therapy) platform is the first digital solution to offer continuous, integrated face-to-face and digital care to young people. It offers young people online access to evidence-based therapy and clinical support. All included therapy has been adapted and enhanced based on a decade of youth feedback and usage data to ensure that every component captures young people’s imaginations and feels uniquely relevant to their daily life. This therapy is embedded within a supportive social network of other young people working on their mental health, designed to shift the treatment experience from one of isolation to one of shared mission. Orygen Digital has been funded by QLD Health, to implement its MOST platform within Queensland’s headspace and specialised services (i.e. CYMHS, CAMHS) for young people.

2. POSITION CONTEXT

At Orygen, our leadership and staff work to deliver cutting-edge research, policy development, innovative clinical services, and evidence-based training and education to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health. Orygen Digital, the digital mental health division of Orygen, is recruiting a team to lead our engagement with services in QLD who will adopt Orygen Digital’s MOST platform. MOST is already being offered by headspace and specialist services in Victoria and Queensland. The Victorian, Queensland and New South Wales teams will work closely together to digitally enhance participating youth mental health services and to make MOST accessible to as many young people as possible.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Victoria (Craigieburn, Glenroy, Melton, Sunshine and Werribee) that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service in Victoria that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

Orygen Digital is the world leading centre developing, evaluating and disseminating engaging and evidence-based digital interventions that dovetail with current national and international service delivery models for all young people and their families. Orygen Digital is rolling out MOST (Moderated Online Social Therapy) across Victorian, Queensland and NSW youth mental health services (headspace centres and state-funded specialised services). This will require significant engagement with these services to generate a commitment to implement the platform and facilitate the success of this project, beyond which there is potential for further deployments across other Australian and international mental health services. In addition, the success of this project will require an effective recruitment strategy directly towards young people themselves. This role will be part of the overall Implementation team that is spearheading this globally unique project to digitally enhance youth mental health services in Australia.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQ+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES/OUTCOMES

The MOST Engagement Officer's key responsibilities will be to:

- Contact young people and/or their families/carers to encourage and support them in signing up to MOST.
- Follow engagement protocols and systems to track young person's onboarding status.
- Stay up to date with changes in the service model and participate in professional development activities to improve engagement with young people and families/carers.
- Provide reports on young people's engagement with MOST, completed recruiting activities, and results.
- Obtain feedback from young people and families/carers about the MOST onboarding process.
- Participate in the ongoing improvement of the engagement process.
- Participate in some face-to-face engagement activities with service staff and young people.
- Support the distribution of key communication materials about MOST.
- Conduct any other activities and responsibilities as reasonably requested by the Clinical Implementation Lead QLD, Associate Director and the Director of Orygen Digital.

5. SELECTION CRITERIA

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

5.1 Essential

- Previous experience working in a customer engagement role involving regular interactions (e.g. sales, retail and reception).
- Strong ability to engage, support, recruit, and influence others, particularly through verbal communication.
- Capacity to work independently, without direct supervision, in a fast-paced environment with clear performance indicators.
- Supportive and highly motivated individual with an enthusiastic attitude.
- Demonstrated sound judgement and problem-solving abilities.
- Passionate about technology and digital interventions in youth mental health, including MOST.

5.2 Desirable

- Previous experience in the youth non-profit and/or mental health sectors.
- Previous experience working with and/or engaging with young people.

6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Occasional out of hours work may be required.
- This role will initially commence work remotely from home. The successful incumbent must have confidential home office space and reliable internet connection. (In response and subject to COVID-19 pandemic responsive change to working space).
- Successful applicants will be required to provide proof of COVID-19 Vaccination prior to commencement.