



Position Description

Data Systems Project Manager

Location: **Headspace Adelaide**

Department: **headspace Services Limited**

Level:

Employment Type: **Maximum term, Full / Part time**

Approved by: _____

Date Approved: _____

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

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts

- Passionate – We are dedicated to making a difference in the lives of young people and their families
- Responsive – We listen to community needs and deliver on expectations to achieve great results

4. POSITION SUMMARY

The Data Systems Project Manager will support the implementation of data processes, systems, compliance and reporting to the Primary Health Networks (PHNs) for the **headspace** Youth Early Psychosis Program (hYEPP). The incumbent will lead on aspects relating to hYEPP in regard to data collection via the **headspace** HAPI system, including the management, compliance, and processes to ensure timely, accurate and detailed data is collected across the hYEPP cluster. This position will also involve working with the hYEPP cluster on data analysis and the provision of reports that clearly identify program impacts and outcomes to the PHN.

5. POSITION CONTEXT

headspace Adelaide is operated by **headspace** Services Limited (a subsidiary of **headspace** National Youth Mental Health Foundation). **headspace** Adelaide consists of a **headspace** Centre and the South Australian **headspace** Youth Early Psychosis Program (hYEPP).

This role will report to the hYEPP Program Manager and will initially provide support for an upcoming external evaluation of the hYEPP services. This role will work with each hYEPP centre to support staff, ensuring all data entered into the HAPI System is comprehensive and of high quality to support this evaluation. This will be achieved by collaborating with **headspace** centre staff, PHNs and any other key stakeholders such as **headspace** National and Orygen.

headspace centres aim to create highly accessible, youth friendly, integrated service hubs that provide evidence based interventions and support to young people aged 12–25 years. **headspace** Adelaide will deliver services comprising mental health, alcohol and other drugs, primary care and vocational services. The aim is to improve outcomes for young people by addressing the major barriers for service use, and enabling better access to, and engagement in, early intervention services that provide holistic and integrated care.

The hYEPP will ensure provision of early intervention, responsive, and recovery focused care for young people aged 12 – 25 years who are at risk of or experiencing a first episode of psychosis based on the EPPIC model of care.

The overall aims of clinical care within the hYEPP service are:

- To detect early those young people who are experiencing, or at risk of, a first episode of psychosis.
- To reduce the duration of untreated psychosis in young people with psychosis in order to minimise the impact of psychosis on the normal developmental trajectory of the young person.
- To intervene early and effectively with young people at risk of a first episode of psychosis to prevent the onset of psychotic illness.
- To provide timely, seamless access to service for young people at risk of, or experiencing psychosis and their family/significant others.
- To enable both symptomatic and functional recovery from a first episode of psychosis.

6. KEY RESPONSIBILITIES/OUTCOMES

The Data Systems Program Manager will:

PD_hSL Adelaide Template_180515

Page 2 of 4

- Provide support, consultation and advice to hYEPP centres in relation to hYEPP data collection, analysis and reporting, processes and system issues
- Train and support all hYEPP staff with the comprehensive and accurate completion of the hYEPP-MDS at relevant time points in a young person's service pathway
- Coordinate and support data entry activities as required and build sustainable data entry activities and processes
- Serve as the first point of contact for stakeholder questions regarding the hYEPP-MDS or HAPI system/ processes
- Work with hYEPP managers and clinical staff to address any non-compliance issues with HAPI and to ensure all data is entered efficiently and accurately
- Monitor accuracy through reconciliation processes with each centres EMR
- Support hYEPP centres with accessing service, client and performance data through Tableau dashboards and using this data for service and quality improvement activities
- Build capacity within the hYEPP cluster to facilitate ongoing compliance to the HAPI data collection, including the reporting periods of 2017/18 and 2018 /9
- Ensure the hYEPP data 2016/17 is entered into HAPI which may involve collecting information from established medical records, clinical case notes and any other relevant activity data
- Provide reports, including analysis to both the hYEPP cluster and PHNs and to provide greater visibility and understanding on activity
- Support quality improvement activities, including the fidelity measure to the EPPIC model and associated outputs
- Liaise, consult with other data and systems project managers working in other hYEPP centres within other states to ensure consistency and a national approach
- Work to ensure that client consent is being sought with clinicians actively seeking young people's consent to participate in the evaluation
- Work closely with **headspace** National to develop a thorough knowledge of their role in supporting the HAPI data collection system and Tableau reporting suite.
- Provide local support for **headspace** National including training, workshops or webinars and the adoption of new system releases
- Support any other IT functions as directed by centre manager

7. SELECTION CRITERIA

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

7.1 Essential

- Tertiary qualifications in health informatics, health science or related discipline
- Experience implementing health service data collection systems, reporting and analysing and their application in practice
- Demonstrated ability to undertake quantitative data analysis, including data auditing and reconciliation processes
- Capacity to engage stakeholders around system processes, data collection and management

- An understanding of data collection methods and their relevance to determining program outcomes
- Well-developed interpersonal and communication skills
- Experience in working collaboratively in a multi-disciplinary health context and with a wide range of stakeholders
- Ability to work independently and effectively within a diverse team, with proven problem solving capabilities
- Well-developed stakeholder engagement skills
- Proven track record in building and maintaining effective working relationships with a range of stakeholders.
- Highly developed verbal and written communication skills.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Exceptional interpersonal skills with 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

- Knowledge of health service systems, particularly the Primary Health Networks and primary care services
- A broad understanding of the mental health service system in Australia and in particular within a youth mental health context
- Previous experience in the Not for Profit and/or public health sector.

7.3 Other role requirements:

- Appointment is subject to a current Working with Children/Police Check.
- Current driver's license and access to their own vehicle. Mileage is reimbursed by **headspace** Services Limited.
- 6 month probationary period and an Annual Performance Review and Development plan.
- Some flexibility will be required to work after hours including weekend and evening and interstate/intrastate travel may be required
- Approved qualifications and current eligibility to work in Australia

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 cognizant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times