



headspace

National Youth Mental Health Foundation

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Position Description

HR Business Partner – Workforce Change

Location: National Office - Melbourne

Department: People and Culture

Level: EO1

Employment Type: Maximum Term, Full time

Approved By: Debbie Mann

Date Approved: 1 August 2018

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
- Achieve – We are responsive to community needs and deliver on expectations
- Passionate – We are dedicated to making a difference in the lives of young people and their families

4. POSITION SUMMARY AND CONTEXT

eheadspace, the Youth Online and Telephone Counselling Project, provides confidential and free online and telephone support to young people experiencing mental health issues, as well as their family and friends. Support is available via email, synchronous web chat, telephone and SMS. **headspace** recently secured approval to undertake the **eheadspace** Enhancements Project which aims to enhance the technology, digital support options and workforce model for **eheadspace**.

Reporting to the Manager Human Resources, the HR Business Partner, will lead the expansion and continuous improvement of the **eheadspace** workforce model to meet the demands of the enhanced **eheadspace** service delivery model. Working closely with the Head of **eheadspace**, the Clinical Services Manager and the Operations Manager this project role will lead the change agenda through the review and analysis of the current **eheadspace** workforce, to develop and implement workforce solutions to strengthen **eheadspace** service delivery and the experience of young people, family and friends. The HR Business Partner will work collaboratively with the Service Model Development Consultant, who will provide clinical service model expertise to ensure the integrity of clinical offerings and support services are maintained.

Working collaboratively with key stakeholders with clinical service delivery expertise as well as HR specialists, this position will be instrumental in workforce modelling and planning, job design and the review, development and implementation of recruitment and retention strategies aimed at improving **eheadspace's** ability to attract and retain a high performing multi-disciplinary workforce to meet the needs of service users.

5. KEY RESPONSIBILITIES/OUTCOMES

- In collaboration with the Service Model Development Consultant, lead and coordinate the review and analysis of the existing **eheadspace** workforce model and staffing profile, in the context of the **eheadspace** service delivery model and its planned enhancements, working with key stakeholders to understand service delivery requirements.
- Develop and implement an enhanced **eheadspace** workforce infrastructure, incorporating workforce planning, job design and clinical service model expertise, to meet the requirements of the enhanced service delivery model.
- Identify potential workforce modelling strategies to incorporate youth and peer support workers into the **eheadspace** workforce, in response to the enhancement of **eheadspace** services to meet varying needs of young people.
- Develop and implement an effective recruitment strategy, specific to the **eheadspace** workforce model, to ensure the attraction and retention of a highly engaged high-performing multi-disciplinary workforce.
- Identify improvement opportunities and develop talent management and retention strategies to reduce **eheadspace** workforce turnover.
- Identify and develop training and development solutions to facilitate on-boarding, induction and professional development training for the **eheadspace** workforce, incorporating online tools and resources, blended learning and other suitable training options.
- Develop, implement and coordinate project plans and evaluation frameworks, reporting regularly against key milestones and project deliverables.
- Model and demonstrate effective working relationships and information exchange across the organisation.
- Other duties consistent with the position where required and/or requested by the **headspace** Executive from time to time
- Build the **headspace** culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
 - Create and maintain a responsive and respectful workplace culture that integrates the **headspace** values.
 - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.

- Provide effective leadership to drive the performance and outputs of the team.
- Monitor and evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.
- Oversee roster systems, and processes, and identify business improvement strategies

6. SELECTION CRITERIA

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

6.1 Essential

- Tertiary qualifications in Human Resources, Organisational Psychology or a related discipline.
- Demonstrated experience in a human resources / workforce development consultant role, preferably in the areas of organisational development or change management.
- Demonstrated experience working effectively in a large and complex organisational environment, preferably in a clinical services setting.
- Proven ability to develop relevant and effective workforce strategies, policies and procedures.
- Ability to gather, collate and interpret data from a variety of sources, prepare reports and make sound recommendations to senior management stakeholders.
- Previous experience in end-to-end project management, including project planning, coordination, delivery, reporting and evaluation, as well as sound business acumen.
- Ability to lead change and develop effective working relationships with a range of stakeholders, through a collaborative and consultative approach.
- Proven written and verbal communication skills, including well developed negotiation and influencing capabilities.
- 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 project team member.

6.2 Desirable

- Post graduate qualification in Human Resources, Organisational Psychology or a related discipline.
- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system in Australia

7. 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