Position Description
National Centre Services Manager

Location: headspace National Office

Department: Centre Services

Level: EO1

Employment Type: Full Time, Maximum Term

Approved By: Diana Quin

Date Approved: January 2018

Agreed By:

Date Agreed:

1. HEADSPACE PURPOSE
To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

2. 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

3. POSITION SUMMARY
The National Centre Services Manager is responsible for supporting the establishment and ongoing implementation and development of the headspace model at centres/services across Australia. Reporting to the Head of Centre Services, the National Manager Centre Services will:

- Serve as a primary contact to a portfolio of Primary Health Networks (PHNs) across Australia and support their commissioning and contract/performance management activities related to the headspace Centres/Services in their regions;
- Work with headspace Centres and Lead Agencies to assist with the development of services off the headspace platform;
- Drive and support continuous quality improvement in service delivery at headspace Centres nationally;
- Support implementation of the headspace model at Centres nationally;
- Share feedback about Centre needs and challenges internally to drive and inform resource development and capacity building activities;
- Contribute to the development and delivery of education and training tools and activities designed for headspace Centre staff nationally;
- Develop and maintain partnerships with key stakeholders at regional and state levels; and
- Support integration between headspace Centres and the broader headspace program areas.

4. POSITION CONTEXT

As a member of the Centre Services team, the National Centre Services Manager will work collaboratively with other staff at headspace National, Centres, Lead Agencies and Primary Health Networks to support Centres to deliver the headspace model and ensure their delivery of the highest quality care to young people and families in need.

The National Centre Services Manager is an experienced and innovative professional with knowledge and experience in developing, managing and delivering health services to young people. The position requires the ability to execute and achieve deliverables within timelines, managing conflicting priorities whilst working collaboratively. This position requires a highly motivated individual who can engage, liaise and negotiate with a broad range of stakeholders.

5. KEY RESPONSIBILITIES/OUTCOMES

Specific responsibilities for National Service Development Managers are detailed below;

PHN Support

- Serve as primary contact to a portfolio of PHNs across Australia
- Support PHNs to fulfil their commissioning and contract/performance management responsibilities related to the headspace network
- Support PHNs in the establishment of headspace Centres and services, as well as any additional Centres or satellites they endeavour to establish
- Ensure all new centres or service offerings adhere to the headspace Trade Mark Licence Deed (TMLD) and participate in the headspace Model Integrity Framework (hMIF) process within 2 years of opening or developing a new services off the headspace platform
- Support PHNs with data needs by responding to questions about headspace service delivery information accessed through Tableau or the Centre and PHN-level Centre Activity Overview Reports
- Provide advice and support to PHNs related to the transitioning of service streams to new Lead Agencies or into new development in the models of care for young people (including with severe and complex needs)

Quality

- Engage PHNs, Lead Agencies and Centres in the development and roll out of the hMIF
- Assess assigned Centres against the hMIF as required
- Provide support to Lead Agencies and Centres/services to assist them to build capacity to meet the hMIF requirements that relate to the implementation of the headspace model

Continuous Improvement

- Serve as primary contact to headspace Centres and Lead Agency staff
- Drive continuous improvement in service delivery at headspace Centres nationally
- Develop and disseminate resources and training to Centres around implementation of best practices specific to the headspace Centre model
• Assist with the development of the Network by fostering collaboration and building relationships within the network
• Identify innovative practices and interventions developed or being implemented by Centres that should be shared with Centres across the network
• Deliver annual state forums for Centre Managers and Clinical Leads
• Support development and delivery of the National headspace Forum

Model Implementation / Education and Training

• Support development of training for Centre staff to be delivered online through headspace National’s learning management system (headspace Learning)
• Support implementation of the headspace model at Centres nationally through the development of tools, resources, guidelines, papers, training, etc.
• Support implementation of the headspace services from the centre platform nationally through the development of tools, resources, guidelines, papers, training, etc.
• Share feedback about Centre/service needs and challenges internally to drive and inform resource development and capacity building activities
• Develop and deliver orientation and training for new Centre Managers and Clinical Leads via in-person events
• Provide headspace orientation and training for new Lead Agency representatives

Internal Integration

• Collaborate with internal program areas to facilitate coordinated and effective implementation of services and capacity building efforts across programs
• Support the Strategic Communications team with efforts to engage PHNs, Centres and Lead Agencies around development and implementation of national campaigns
• Provide feedback from Centres/Lead Agencies/Services on how to improve engagement with, communications to, and resources and supports for the Network

Stakeholder Engagement

• Participate in working groups to inform program areas of the work of Centres, influence national and state reform, enhance partnerships, and develop opportunities for expansion of headspace’s work

Business Development

• Participate in strategic planning activities for headspace National
• Share new opportunities for expansion and financial support for headspace National
• Participate in development of tenders

People Management

• 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.
• Managing and leading Centre Services team members
• Other duties consistent with the position where required and/or requested by the Head of Centre Services
6. SELECTION CRITERIA
The following criteria must be met for consideration for this position:

6.1 Essential

- Relevant tertiary and/or postgraduate qualification or commensurate experience in a health related area (such as psychology, nursing, social work, etc.)
- Demonstrated success in developing, managing and/or delivering health services for young people on a national, state or regional level; headspace Centre or other primary youth mental health service delivery experience will be highly regarded
- Understanding of the mental health service system in Australia, and delivery of mental health services through primary care, specialist mental health service providers and non-government agencies as well as
- Experience in utilising change management principles to support a culture of continuous improvement
- Exceptional leadership, project management and program management skills with the ability to multitask and managing competing priorities
- Capacity to assess and manage risk, problem solve and negotiate successful outcomes in challenging circumstances
- Proven stakeholder relationship management experience – ability to build relationships and strategic partnerships with government, non-government and community partners
- Exceptional interpersonal, communication and organisational skills
- Ability to work effectively as part of a team as well as autonomously
- Capacity to undertake significant intra and interstate travel

6.2 Desirable

- Demonstrated experience leading quality improvement programs or activities
- Prior experience managing a network of independently operated health centres or services
- A current driver’s licence

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