



headspace

National Youth Mental Health Foundation

Level 2, South Tower
485 La Trobe Street, Melbourne VIC 3000
Tel +61 3 9027 0100 Fax +61 3 9027 0199
headspace.org.au

Position Description

State/Territory Manager

Location: NSW, QLD, VIC, ACT, TAS, WA, SA and NT

Department: **headspace** in Schools

Salary range: EO1

Employment Type: Full Time - Maximum Term

Approved By: Julia Smith

Date Approved: September 2017

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

1. POSITION SUMMARY

The State/Territory Schools Manager will lead the delivery, performance and development of the National Education Initiative (NEI) program at the state/territory level. **headspace**, as the implementation partner, will work with *beyondblue* to deliver an interactive framework of evidenced-based information, professional advice and support to primary and secondary schools. The NEI Service through continuous professional development of educators will promote optimal social and emotional health and wellness in schools. Drawing from the experience of **headspace** School Support Service, the NEI Service provides postvention support to schools following a suicide or attempted suicide, as well supporting the school community in implementing preventative strategies.

The State/Territory Schools Manager will provide leadership, support and management of postvention services to school communities to prepare for, respond to and recover from suicide. Results driven, the incumbent will manage the activities of their team to ensure the achievement of key performance indicators, *beyondblue* contract deliverables and that schools receive timely and clinical sound support and assistance. The State/Territory Schools Manager will also be responsible for strengthening partnerships and the development of services including contributing solution focused advice on uptake of new schools and progression of existing schools within the NEI program.

2. POSITION CONTEXT

The State/Territory Schools Manager role requires an engaging and experienced professional with demonstrated leadership and project management capabilities to be able to execute and achieve deliverables and key performance indicators within timelines. The incumbent will possess significant experience managing and delivering services to support young people through health and/or education.

Reporting to the National Schools Operations Manager, this position calls for the ability to engage, liaise and negotiate with a broad range of stakeholders across the national health and education sectors to build partnerships and promote a responsive service. Furthermore, the role will work closely with the NEI leadership team to drive optimal service delivery to schools within their State/Territory.

3. KEY RESPONSIBILITIES/OUTCOMES

The State/Territory Schools Manager is responsible for the delivery of the Mental Health in Education Service provided to Australian primary and secondary schools within their area. This will include, but is not limited to, the following:

- Lead the implementation of the *beyondblue* NEI program at the state/territory level, including the allocation of account managers.
- Ensure achievement of the *beyondblue* contract deliverables, confirming the required key performance indicators are met at the state/territory level.
- Provide leadership, support and management of postvention services to school communities to prepare for, respond to and recover from suicide.
- Build and maintain relationships with the state/territory school community including schools, peak bodies and Departments of Education and Health.
- 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 staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.
- Contribute solution focused advice on uptake of new schools and progression of existing schools in the NEI program.
- Connect and promote **headspace** centres, **eheadspace**, and broader **headspace** programs to schools and key stakeholders.
- Ensure the integration of the NEI program with existing mental health services and referral pathways at the state, regional, and local level
- Ensure timely and appropriate resolution of complaints from prospective and participating schools.
- Contribute to the development and lead the implementation of policies and procedures spanning prevention, intervention, and postvention for your area.
- Provide clinical supervision to consultants, if clinical.
- Recruitment and on-boarding of staff
- Provide feedback on school's needs, problems, interests, competitive activities and potential for new resources/materials to be built into the integrated framework.
- Oversight of State/Territory events including networks and reference groups.
- Other duties consistent with the position where required and/or requested by the National Schools Operations Manager.

4. SELECTION CRITERIA

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

4.1 Essential

- Relevant qualification in health, education or relevant discipline.
- Senior management experience managing and delivering services to support young people through health and/or education; demonstrating achievement of key performance indicators and overall contract deliverables.
- Capacity to assess and manage risk, problem solve and be able to negotiate successful outcomes in potentially sensitive circumstances.
- Demonstrated understanding of working across health and education sectors.
- Strong interpersonal, communication and organisational skills with the ability to operate effectively at a state/territory level and build relationships and partnerships with stakeholders including key government, non-government and community partners.
- A proven ability to effectively manage and build teams, including motivation, shared purpose, managing performance and developing the culture and team members.
- Highly motivated with exceptional leadership, project management and program management skills.
- Knowledge and understanding of current health/mental health policy issues in Australia.

4.2 Desirable

- Understanding of and experience in postvention service provision and associated issues.

5. 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