



## Position Description

### headspace Operations Manager

<b>Location:</b>	headspace National Office
<b>Department:</b>	Eheadspace
<b>Salary range:</b>	EO1
<b>Employment Type:</b>	Full Time- Maximum Term
<b>Approved By:</b>	Steven Leicester _____
<b>Date Approved:</b>	July 2018 _____
<b>Agreed By:</b>	_____
<b>Date Agreed:</b>	_____

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#### 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

A key leadership position, the **eheadspace** Operations Manager applies a commercial lens to the development and management of strategic and operational needs of the **eheadspace** program. The incumbent will work in conjunction with clinical experts to implement initiatives that drive business agility and sustainability, ensuring **eheadspace** remains relevant and accessible to young people and their families.

The **eheadspace** Operations Manager will work across service integration, workforce modelling, digital solutions, partnerships, and financial and project management to support the achievement of contractual deliverables.

#### 5. POSITION CONTEXT

Reporting to the Head of **eheadspace**, this role will collaborate across the business to ensure the program is commercially sound and **eheadspace** remains a leader in the teleweb sector, with an innovative service offering. The **eheadspace** Operations Manager may be required to lead project-based teams for time to time.

A business-savvy and innovative professional, the **eheadspace** Operations Manager is highly experienced in the operational management of health services and driving a team approach to the achievement of performance targets. The incumbent possesses a comprehensive understanding of the commercial requirements for high quality service delivery, along with a proven track record in project leadership and managing a range of stakeholder relationships.

#### 6. KEY RESPONSIBILITIES/OUTCOMES

Reporting to the Head of **eheadspace**, the **eheadspace** Operations Manager will:

- Take a leading role in business growth and development initiatives in collaboration with **eheadspace** leadership and the Executive Director **headspace** Services.
- Manage and implement strategic projects across the service, including discrete service delivery options, workforce developments, partnering opportunities and digital enhancements across the **eheadspace** platform.
- Identify and develop processes to ensure the successful implementation of key **eheadspace** projects.
- Establish systems and processes for monitoring operations, including the development of lead indicators to ensure proactive alignment of priorities and resources.
- Oversee roster systems, and processes, and identify business improvement strategies.
- Design, refine and implement service models and operational processes to ensure effective and efficient service delivery.
- Engage with appropriate health, digital and business agencies to develop a proactive stakeholder engagement strategy.
- Effectively and efficiently administer the financials of the projects in consultation with the Head of **eheadspace** and in accordance with the **headspace** Delegations Policy.
- Identify and manage risks to the service, or its workforce, early whilst ensuring high-level governance practices for **eheadspace**.
- Provide high quality and consistent service approaches across **eheadspace** teams facilitating knowledge transfer and the development of good practices across the service.
- Enact opportunities to integrate and collaborate across teams and the broader **headspace** platform, utilising team resources effectively supporting development and priorities accordingly.
- Work with the leadership team across **headspace**.
- In collaboration with the Head of **eheadspace** create reports for the **headspace** Executive, Board and stakeholders in line with contractual obligations.
- Provide additional support and perform other duties consistent with the position where required and/or requested by the Head of **headspace**

## 7. SELECTION CRITERIA

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

### 7.1 Essential

- Relevant tertiary qualification in either health management or business.
- Program management experience, preferably including oversight and delivery of services to support people within a health setting; demonstrating achievement of key performance indicators and overall contract deliverables.
- Experience in managing customer focused change, preferably in the health sector.
- Capacity to assess and manage risk, problem solve and be able to negotiate successful outcomes in potentially challenging circumstances.
- Demonstrated understanding of working across the health sector.
- Exceptional interpersonal, communication and organisational skills with the ability to operate effectively at a national level and build relationships and strategic partnerships with stakeholders including key government, non-government and community partners.
- A demonstrated understanding of strategic thinking with a capacity to operate in a flexible and rapidly changing environment.
- Highly motivated with exceptional leadership, project management and program management skills including financial/budget management.
- Knowledge and understanding of current health/mental health policy issues in Australia.

### 7.2 Desirable

- Postgraduate qualification in business management.
- Demonstrated experience and understanding of issues associated with leading a National online health service.
- Understanding of and experience in mental health, youth mental health intervention and associated issues.

## 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 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