



Position Description

National Business & Service Manager - Be You

Location:	headspace National Office
Department:	headspace In Schools
Salary range:	EO2
Employment Type:	Full Time- Maximum Term
Approved By:	Julia Smith _____
Date Approved:	February 2019 _____
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

At **headspace**, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all **headspace** employees are expected to undertake their work in accordance with the **headspace** values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people

- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

4. POSITION SUMMARY

headspace is a service delivery partner for the beyondblue **Be You** initiative. The **Be You** program provides online training and resources, backed by 70 expert staff on the ground, to support busy principals, teachers and early learning professionals to nurture the mental health and wellbeing of young people and their families.

This key leadership position, based in Melbourne, is responsible for the service development and contract management of the **Be You** contract with **headspace**. Bringing a strong business and project management logic, the role will ensure a proactive and organised approach to the national administration of the program. Key areas of responsibility include contract and risk management; education and service development and integration; service delivery data and reporting; digital solutions; partnerships and stakeholder engagement; financial and workforce modelling; and project management aspects of this program on behalf of **headspace**.

Responsible for the national advisory and leadership team, with a small team of senior direct reports across various portfolios, the incumbent will work in conjunction with clinical experts to implement service delivery initiatives that drive business agility and sustainability, ensuring the **headspace Be You program** remains relevant and accessible for Australian schools to support young people and their families.

This position works closely with the National Operations Manager – **Be You** who is responsible for the day to day operations of the state and territory teams and the clinical components of the service.

5. POSITION CONTEXT

Reporting to the Head of **headspace In Schools**, this role will collaborate across the business to ensure the program is able to deliver as contracted and **headspace In Schools** remains a leader in the mental health sector, with an innovative service offering.

A business-savvy and innovative professional, the **headspace In Schools – Be You National Business & Service Manager** is highly experienced in the business management of health or education 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, contract management and managing a range of stakeholder relationships.

6. KEY RESPONSIBILITIES/OUTCOMES

The **headspace National Business & Service Manager** will be responsible for:

National Administration and Program Management

- Lead the implementation of the overall business strategy for **headspace** as a service delivery partner for the **Be You** program and ensure a coordinated approach to all components of the program.
- Assist the Head of **headspace In Schools** the delivery of the **Be You** strategic initiatives
- Lead the development and management of the **Be You** national business plans and monitor progress.
- Ensure a systematic and coordinated approach to program delivery across the national and state / territory teams.

Contract and Risk Management

- Ensure **headspace** compliance with the beyondblue **Be You** contract and all required key performance indicators are met nationally.
- Manage the **headspace** beyondblue contract and implementation plan working collaboratively with the Head of **headspace** In Schools and the Executive Director of **headspace** Services.
- Act as the primary contact with beyondblue for contract and program implementation issues.
- Establish systems and processes for monitoring performance including tracking and monitoring indicators to ensure proactive alignment of priorities and resources.
- Lead the negotiation and management of major contracts for the program to ensure they align with **headspace** policies.
- Maintain the **headspace Be You** risk register and work with **headspace's** Quality and Risk Manager to ensure appropriate governance processes and reporting of risk management. Working in conjunction with the National Operations Manager – **Be You** to ensure clinical risks are appropriately documented and managed.

Financial Management

- Oversee and manage the **headspace** In Schools **Be You** budget.
- Effectively and efficiently administer the financials of the projects in consultation with the Head of **headspace in Schools** and in accordance with the **headspace** Delegations Policy.

Reporting and Data Analysis

- Produce monthly reporting for the program both internally and externally.
- Oversee data collection and conduct data analysis to manage and respond to trends.
- In collaboration with the Head of **headspace** In Schools, develop and prepare reports for the **headspace** Executive, Board and stakeholders in line with contractual obligations.
- Provide high quality and consistent advice across state/territory teams facilitating knowledge transfer and the development of good practices across the states in relation to risk, data and reporting.

National Education Advisory and Service Development Functions

- Responsible for all non-clinical components of the National Advisors and Leadership support teams, this position has a small team of senior direct reports across various portfolio areas including service development, stakeholder engagement, marketing and communications and digital and technical solutions.
- Identify and develop processes to ensure the successful implementation of key **Be You** strategies.
- Manage and implement strategic projects across the program, including service delivery options, workforce development and partnering opportunities between the **Be You** program and other **headspace** programs.

Stakeholder Engagement

- Build and maintain effective stakeholder relationships with a variety of key stakeholders, both internal and external, including beyondblue, key government, non-government and community partners and education sector.

General Responsibilities

- Undertake interstate travel and other duties consistent with the position where required and/or requested by the Head of **headspace** In Schools or the Executive Director of **headspace** Services.

- Provide additional support and perform other duties consistent with the position where required and/or requested by the Head of **headspace** In Schools or the Executive Director of **headspace** Services.

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.
- 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.
- Exceptional skills in business writing and presentations; and quantitative and qualitative data analysis, with the ability to translate between the business and IT support team.
- Proven track record in leading and managing high performing teams in dynamic environments
- 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.

7.2 Desirable

- Postgraduate qualification in business management.
- Experience in government funded Not for Profit environments would be highly regarded.
- 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