



**headspace**

National Youth Mental Health Foundation

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[headspace.org.au](http://headspace.org.au)

## Position Description

### Senior Project and Content Manager – headspace GP Registrar Pilot Program

**Location:** National Office - Melbourne

**Department:** Clinical Practice

**Level:** HS6

**Employment Type:** Maximum Term, Full Time or Shared Part Time

**Approved By:** Vikki Ryll

**Date Approved:** April 2019

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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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

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

The role of the Senior Project and Content Manager- **headspace** GP Registrar Pilot Program (hGPRegPP) will be to oversight the implementation of the hGPRegPP from beginning to end as well as develop content for the key resource outputs that support the program.

Responsibilities will include developing a detailed project plan, setting priorities and managing the project from start-up to implementation. The incumbent will coordinate activities and work collaboratively with a number of stakeholders to support all outputs of the project. These outputs will include identification of participating **headspace** Centres, resource development and data provision that will contribute to evaluation. The incumbent will also ensure that all contractual reporting requirements are carried out and that required outcomes are delivered within specified timeframes.

#### 5. POSITION CONTEXT

Reporting to the GP Advisor, the Senior Project and Content Manager will work within the Clinical Practice Division and will be adept in project coordination, resource development and managing stakeholder relationships and expectations. The incumbent will be an experienced and innovative professional with considerable knowledge in project management, as well have the ability to develop the resource outputs of the project. The Project and Content Manager will work collaboratively with relevant internal departments, senior management and key external partners. This will include **headspace** Centre Managers and other key **headspace** staff, **headspace** GPs and GP Registrars, PHNs, as well as other key GP and GP training organisations, professional groups and bodies.

##### About the program

The hGPRegPP aims to increase the number of GP Registrars in **headspace** Centres. Program elements include funding to support GP supervision of the GP Registrars, as well as access to peer supervision and support, secondary consults with psychiatry and training for GP Registrars and their supervisors via **headspace** Telehealth infrastructure. The program components and resources developed will aim to provide GP Registrars with a safe and positive learning experience with delivery of care to young people that is well supported, evidence based and cost neutral. Service data, including financial, reports will be obtained from participating **headspace** Centres and will contribute to an evaluation conducted by the **headspace** Research and Evaluation Team. The resources developed, combined with the evaluation, will inform any potential broader roll-out of a national GP Registrar Program at **headspace**. This will assist with building the GP workforce capacity at **headspace**, as well as building the 'youth friendly' GP workforce in the broader community over time.

#### 6. KEY RESPONSIBILITIES/OUTCOMES

- Drive the planning, promotion and implementation of the **headspace** GP Registrar Pilot Program
- Lead consultation with relevant internal and external stakeholders, maintaining effective and collaborative working relationships with **headspace** Centres, GPs, GP Registrars and external stakeholders.
- Ensure the project is well managed and delivers a high quality product, in accordance with contractual timelines.
- Develop and implement strategies and systems, which promote flexibility and timely responses to changing priorities within the program and across the organisation.
- Lead the coordination of a working group to inform the delivery of the program
- Lead the development of relevant implementation resources as well as a manual that incorporates all of the relevant internal and external resources that will assist **headspace** Centres in recruiting and supporting GP Registrars.
- Model and demonstrate constructive working relationships and information exchange across the organisation.

- Establish and maintain appropriate accountability and communication structures within the program, ensuring key stakeholders receive regular updates.
- Work with the **headspace** Research and Evaluation team to support the evaluation including the provision of relevant data.
- Manage financial aspects of the program including suppliers, payments and budget and progress reports.
- Manage and attend booth sponsorship at up to four national GP conferences per annum.
- Assist with scoping out and preparation of project proposals for other GP projects at **headspace**.
- Maintain a record of all communication with centres in CRM (Hercules).
- Undertake travel and other duties consistent with the position where required and/or requested by the ED of Clinical Practice.

## 7. SELECTION CRITERIA

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

### 7.1 Essential

- Demonstrated experience in a project management role with a sound knowledge of project management principles.
- Proven ability to achieve outcomes within agreed timeframes and budgets and under time pressures.
- Comprehensive understanding of the project management life cycle and an ability to track and report against milestones.
- Proven track record in stakeholder management, including an ability to build relationships and strategic partnerships and manage working groups.
- Demonstrated experience in the production of project implementation resources and or manuals.
- Capability in financial/budget management and KPI reporting.
- Experience in contract management and interpretation, ensuring that deliverables are being met by contracted parties.
- Broad understanding of the processes and systems required to develop and support newly established programs.
- Exceptional written and verbal communication skills.
- Well-developed analytical, problem solving and negotiation skills.
- Advanced computer skills required for MS Office programs including Word, Excel, PowerPoint and Project.

### 7.2 Desirable

- Degree level qualification in business and/or project management or a related discipline.
- A broad understanding of the mental health service system in Australia
- Experience working in a health and/or Not for Profit environment
- Experience working in or closely with **headspace** (Centres or National Office).
- Experience working in a primary care / general practice environment

## 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