

Position Description



Position title	Project Manager – Service Innovation						
Team/Group	Services & Supports						
Work level	3						
Position reporting to	Head of Service Innovation						
Employment Type	Fixed Term – Until June 2022						
Vision, mission and values	<p>Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:</p> <ol style="list-style-type: none">1. Promoting mental health and wellbeing2. Being a trusted source of information, advice and support3. Working together to prevent suicide <p>Beyond Blue’s values are Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.</p>						
Position purpose	<p>The Services and Support team at Beyond Blue delivers effective early intervention, treatment and recovery-focused mental health and suicide prevention supports and services, so people can receive help early and recover quickly to ensure their best possible mental health.</p> <p>The Service Innovation Team has been created to support the development and rapid response to the current and emerging community needs by enabling innovative and community centric development of existing and future service offerings. Working with the Head of Service Innovation, the Project Manager will service the following high-level functions:</p> <ul style="list-style-type: none">• Coordinate projects and activities under the remit of the Service Innovation team• Support the scoping, design, implementation and evaluation of service improvement and innovation initiatives• Assist in the coordination of the Supports and Service Gameplan.						
Role dimensions	<table><tr><td>Direct Reports</td><td>Nil</td></tr><tr><td>Overall team</td><td>Head of Service Innovation & wider Supports & Services Group</td></tr><tr><td>Financial Delegation</td><td>As per the delegation of authority policy</td></tr></table>	Direct Reports	Nil	Overall team	Head of Service Innovation & wider Supports & Services Group	Financial Delegation	As per the delegation of authority policy
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Overall team	Head of Service Innovation & wider Supports & Services Group						
Financial Delegation	As per the delegation of authority policy						
Key accountabilities	<ul style="list-style-type: none">• Plan, implement, evaluate and risk manage projects and service improvement initiatives across the Supports and Services group.• Contribute to the development and implementation of service improvements and innovations enhancing Beyond Blue’s suite of support service offerings.						

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- Lead the development of service innovations from scoping/ideation through implementation, evaluation and then handing over to service and product owners as business as usual
 - Coordinate the scheduling and documentation of projects within the Supports and Services Group Gameplan under the EPM framework
 - Engage with Service Providers throughout the mental health sector to explore service integration and improvement opportunities
 - Where applicable, progress partnership opportunities through the development referral pathways and any required service agreements
 - Contribute to a range of activities involved with Beyond Blue Big Blue Door project and workstreams, specifically:
 - Procurement of future primary service delivery partner for Beyond Blue Support Service
 - Transition and implementation planning to future service delivery partner
 - Coordinate work packages within the Coronavirus Mental Wellbeing Support Service project management group (PMG)
 - Develop, monitor and refine project canvases, work packages and status reports related to service improvement and innovation initiatives.
 - Contribute to the development of data management and reporting for service providers.
 - Collect and monitor results and data from service initiatives to ensure project goals and service quality standards are met.
 - Liaise with and manage complex relationships with key stakeholders as identified in the project plan to ensure project objectives are met.
 - Ensure organisational interdependencies are well planned for, communicated and managed to enable effective delivery of priorities.
 - Ensure ongoing development, monitoring and evaluation of projects.
 - Coordinate and maintain effective relationships with relevant working parties, key internal and external stakeholders.
 - Identify and respond to emerging program and service delivery issues

Key behaviours

Based on our new ways of working, consider which of the following are relevant to the role:

- We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community
- We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work
- We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources
- We collaborate to provide solutions and options for feedback
- We actively listen, and communicate openly and transparently
- We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions
- We build relationships externally and partner with key external stakeholders for the benefit of the community
- We adapt, flex and take an agile approach to plans to meet community need

Qualifications and key selection criteria

Qualifications:

- Tertiary diploma / degree or certificate in business, health or related discipline.
 - Demonstrated project Management Skills
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- Certification in Project Management – desirable.

Key Selection Criteria:

- Demonstrated experience working in a project manager role, preferably within the not-for-profit, government or health/mental health sectors.
- **Project Management** – Knowledge and skills in planning, resource identification and deployment, task and activity monitoring, problem solving, reporting, document management and overall program delivery against defined objectives, methods and outcomes. Previous experience in Agile methodologies is highly desirable.
- Established ability to **work in a cross-functional team environment** that involves close collaboration and engagement with enabling internal stakeholders
- **Procurement and Service Delivery Contract Management** – Demonstrated experience managing service contracts and supporting the procurement of service delivery partners and stakeholders (agreements).
- **Excellent organisational skills** - Must be highly organised and capable of organising activities with no fuss, managing competing priorities, and remaining calm under pressure
- **Excellent written and verbal skills** – Must possess sound interpersonal and verbal communication skills along with proven capabilities in the creation of clear and concise written communications
- **Proficient in the use of Office software** – Must be able to confidently use Outlook, Word, Excel and PowerPoint and other associated applications for example Jira, Miro and Planner
- **Flexible, can do attitude** - Must be flexible, easy going with a proactive “can do” attitude.

Core Capabilities	<i>Community voice</i>	Capture community insights, ensure community insights inform our work, test we are having
	<i>Community awareness & system change</i>	Shift to a community centric way of operating, with the community and the need for system change informing how we work
	<i>Digital Capability Big Blue Door delivery</i>	Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data.
	<i>Agile Leadership</i>	Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture.
	<i>Sustainable & diverse funding sources and supporting social impact</i>	Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.

*Best governance
and demonstrating
impact*

Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters.

*Partner
strategically for
maximum impact*

Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful.
