# Position Description

## The Role

| | |
|---|---|
| Title: | Head of Service Implementation |
| Purpose Statement: | Lead the implementation of strategic new service offerings and associated infrastructure. The Head of Implementation is a key role within Support Services and its leadership group. This is a high-impact opportunity for an experienced, relationship driven, change and implementation specialist to join SANE during a significant period of transformation and growth. |
| | Reporting to the Director of Support Services the Head of Implementation is responsible for strategic leadership and coordination of the full range of change initiatives that will contribute to the successful implementation of SANE's new service offerings. |
| Team: | Services |
| Reports to: | Director of Services |
| Staff Reporting to: | 1 |
| Location: | Sydney or Melbourne |
| Employment Status: | Full time, contract until 30/6/2023 |

## Key Functions:

**Service Implementation**
- Lead implementation projects and associated activities to support the successful operationalisation of new service models.
- Develop and lead the change management plan for new service offerings
- Engage, negotiate and liaise with variety of internal and external stakeholders to facilitate successful implementation of new processes
- Provide oversight and reporting of key change and operational initiatives
- Lead the implementation team to support go-live, roll-out and integration, including the development of associated assets such as practice manuals

**Project Management**
- Utilise relevant assets, artefacts and governance from SANE's Project Management Office
- Plan, coordinate and communicate effectively with internal and external stakeholders
- Use robust risk management techniques to minimise the frequency and impact of risks

**Compliance**
- Ensure implementation is in line with contractual obligations
- Responsible for optimal management of budget and program resources related to implementation
- Prepare papers for and present as required at project control board meetings, SANE Board and Committee Meetings

**Quality and Safety**
- Ensure the implementation aligns with the Clinical Governance framework, quality standards and SANE's policies and procedures
- Create, maintain, and foster a safe and mentally healthy workplace at all times.
- Actively be responsible for your own self-care and emotional wellbeing in conjunction with Wellbeing at SANE

**People and Culture**
- Embrace the SANE Australia values in everything you do
- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters
- Value the strengths of team members, partners and supporters, contributing to an environment where all strengths are valued.

The position will need to develop strong external relationships with:
- People affected by complex mental health issues
- Primary Health Networks
- Sector partners

Essential Requirements – Key Selection Criteria:

- 5+ years experience leading, facilitating and evaluating new service implementation or large-scale organisational change/transformation projects in a comparable, service-oriented environment - high-level problem-solving techniques and professional judgement in complex situations
- A comprehensive knowledge of and commitment to system safety, quality, risk management, continuous improvement, data and evidence
- Experience utilising project frameworks to coordinate complex projects, including analysing needs, planning, resource identification and deployment, task and activity monitoring, reporting and evaluating, and overall program delivery against defined objectives, methods and outcomes.
- Demonstrated experience in the application of change management principles and achievement of measurable outcomes. Adaptable and flexible – is comfortable dealing with ambiguity, handling risk and implementing change; can shift gears comfortably.
- Ability to achieve through influence rather than direct control - use negotiation and communication skills to obtain commitment from various parties.

**Qualification and Experience**
- Essential – Tertiary qualifications in project management, public health, health sciences, social sciences, law, public administration or relevant discipline

Highly Desirable:
- Experience implementing new large mental health programs and services
- Experience implementing tele-web/digital health programs from initiation