

Position	Team Leader, Before Blue
Reports to	Operations Manager, Before Blue
Work level	Health Professionals & Support Services Award - Level 4
Group	Services and Supports
Team	Before Blue
Location	Onsite at the Hub in Melbourne CBD or Hybrid
Direct reports	7-10

01. Purpose of the position and link to Strategy 2023+ *Earlier, Easier, Together*

As a leader and innovator in workplace mental health, Beyond Blue offers workplaces a proven, scalable early intervention service so it is easier for employees to access personalised support earlier, understand how to look after their mental health, to get well and stay well.

Specifically trained and supervised in Low intensity Cognitive Behaviour Therapy (LiCBT), the Mental Health Coaches provide guided self-help support using Beyond Blue’s evidence-based model of care. The Team Leader provides daily operational guidance and leads a team of up to 10 Mental Health Coaches, that provides high-quality mental health support and coaching service.

02. Key Accountabilities of Position

Operations

- Lead the daily operations of the team, ensuring adherence to model of care and foster a supportive and collaborative environment.
- Manage and support a team of mental health coaches, ensuring a positive team culture, and a sense of belonging that drives performance.
- Enbody commitment to low intensity cognitive behavioural therapy model of care (training provides) to ensure adherence and results.
- Monitor and report on coach utilisation to optimise resource allocation and efficiency.
- Update and maintain policies and procedures to ensure compliance and best practice.
- Support future recruitment processes by identifying and attracting top talent.
- Manage the mental health coach roster, ensuring adequate coverage and balanced workloads.
- Support risk escalation processes for mental health coaches.
- Prepare and coordinate reporting requirements, including preparing operational reports for Board, Executive and operational improvement and track KPIs related to organisational goals.
- Analyse data, service delivery information and operational insights to inform improvements to the model of care, service performance, and participant outcomes and experience.

- Support the Operations Manager and Accounts Adviser in the achievement of all requirements relating to specific service funding arrangements (ie government grants and tenders, corporate contracts etc)
- Support Before Blue team to improve and innovate service and diversify offering to generate revenue for Beyond Blue
- Stay updated on the latest research and trends in mental health coaching.

People Leadership

- Lead, mentor, and supervise a team of mental health coaches.
- Manage direct reports including onboarding and training, employee work plans, professional development opportunities and Thrives performance reviews.
- Collaborate with Before Blue’s leadership team to ensure alignment with shared goals, purpose and culture.
- Line management and monitor performance of mental health coaches by analysing data, service delivery information, and providing operational insights and collaboration to rectify when variance to model fidelity occurs.
- Support the management of people strategies including resourcing activities, workforce planning, knowledge management, performance management, learning and development programs, wellbeing and culture and diversity.
- Support stakeholder engagement and effectively represent Beyond Blue in workplaces and other community settings.
- Ensure excellent performance, service level achievement and professional development through clinical supervision.

03. Key outcomes, or desired impact of role, linked to Strategy

Area of impact

- Supporting Goal – More people access support earlier, before mental health problems snowball.
- Service participants experience reduced symptoms of depression and anxiety and improved functioning.
- People who engage with Before Blue have their needs met and their service experience is safe, personalised and efficient.

KPI’s/Goals are set in the performance review cycles – January to June / July to December as part of our [Thrive Framework](#).

04. Specific Job Competencies or Capabilities

Education/qualifications

- Tertiary qualifications in a relevant discipline e.g. in business, marketing, health, mental health or services related field.

Experience

- Proven experience in leading teams in a fast-paced service delivery environment, preferably within a phone or tele-based contact centre/customer service environment.
- Significant experience in preparing operational reports for Board, Executive and operational improvement
- Strong organisational and time management skills.
- Experience in the mental health or healthcare sector (desirable).

Key essential skills

- Excellent communication and interpersonal skills with an exceptional customer service mindset.
- Strong analytical skills and the ability to interpret data to make informed decisions.
- Proficient in Jira, Word, Excel, PowerPoint, Outlook, SharePoint.
- A results-driven mindset and strong problem-solving skills.
- Ability to build and maintain positive relationships, and engage internal and external stakeholders.
- Proactive client service focus and strong collaborator, self-motivated and flexible in responding to changing work priorities, with the ability to work independently and as part of a team.
- Skilled in managing multiple priorities, ensuring that outcomes are delivered to a high level of quality, on time and on budget.

05. Values and our culture at Beyond Blue

Beyond Blue Values - We all play a part and take responsibility for our impact on Beyond Blue's culture, in line with our [Ways of Working](#):

- **We're Focused:** We are accountable to make meaningful, impactful change for our community.
- **We're Brave:** We act with courage and curiosity, we seek to innovate and are passionate about making each day better.
- **We Rise:** We empower, trust and support each other to do our best for the community.
- **Together:** We amplify the voice of community by working together, always listening with care to understand people's needs and being inclusive at every step.

Cultural competency - Beyond Blue strives to be a culturally safe and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.
