

Position Description

Regional Manager

Division	Practice Translation and Impact	Level	HS6
Reports to	Operations Manager	HPSS Stream	Support Services

about headspace

headspace is Australia’s National Youth Mental Health Foundation, providing early intervention mental health services to 12-25 year olds.

Each year, headspace helps thousands of young people access vital support through our headspace centres in communities across Australia, our online and phone counselling services, our vocational services, and our presence in schools.

our vision An Australia where every young person’s mental health and wellbeing are valued and supported.

our purpose headspace is expert in the design and delivery of youth mental health services. Our purpose is to strengthen the mental health and wellbeing of all young people by delivering services and programs that respond to their changing, diverse needs.

the headspace way At headspace, we have a strong and purpose led culture, guided by our values and the headspace way. Learn more about the headspace way [here](#)

Find out more about headspace, who we are, our services, and our values [here](#)

about the role

The ECP Regional Manager is responsible for the delivery of the Early Career Program at the state/territory level, including line management of graduates, program implementation and monitoring of the model in participating headspace services. The Regional Manager will provide leadership, support and management to the Regional Support Team including Implementation Coordinator/s for the relevant state/territory, and lead and review relevant portfolios within the program.

The Early Career Program is an initiative funded by the Commonwealth Government and delivered by headspace. The Program aims to build a pipeline for a sustainable youth mental health workforce whilst boosting headspace centre capacity now. It does this by supporting student clinical placements in headspace centres, and by operating a two-year graduate program with two 12-month rotations in headspace centres. The Program is for the professional disciplines of Social Work, Occupational Therapy, and Psychology. ECP is in the National Workforce Planning & Development (WP&D) Division within the Practice Translation and Impact (PTI) Division of headspace. WP&D aims to build the size, capability, diversity and distribution of the youth mental health workforce across the headspace centre network and Australia.



key responsibilities

ECP implementation within allocated state/territory:

- Lead the implementation of the ECP at the state/territory level, ensuring achievement of ECP contract deliverables and participating in the review and approval on contract management reports.
- Identify, develop and monitor effectiveness of implementation strategies at the state/territory level
- Work closely with Operations Manager and stakeholders to apply data-driven continuous improvement approach to ECP program delivery (including the headspace graduate program)
- Monitor and manage strategic and operational risks at the state/territory level, including appropriate resolution of complaints and issues from stakeholders
- Develop and maintain strong working relationships with relevant external and internal stakeholders.
- Contribute to policies and procedures associated with ECP implementation

Contribute to the leadership of the Operation Team and headspace Graduate Program:

- Line manage Implementation Coordinator/s assigned to state/territory
- Line-manage all graduate clinicians completing rotations in allocated state/territory, including partnering with participating headspace services to ensure successful completion of all graduate employment milestones.
- Lead embedding headspace National Diversity & Inclusion strategies at the state/territory level
- Monitor and evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures
- Lead Operations Team portfolio areas and deliver on KPIs associated with allocated portfolio

Other duties:

- Demonstrate the leadership capabilities at the level relevant to this role under the headspace Leadership Capability Framework.
- Lead and support staff to build a culture of respect, inclusion, and high performance, consistent with our values and the headspace Way.
- Manage individual and team performance through clear role expectations, development planning and timely feedback.
- Comply with our Code of Conduct and Values
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.
- Any other duties consistent with the requirements of the position.

selection criteria

The following criteria **must** be met to be considered for this position.

- Approved tertiary qualification in a relevant allied health or community services discipline, including social work, psychology, nursing, occupational therapy, counselling or equivalent
- Previous leadership and/or management experience overseeing services supporting young people in the mental health, health or community sector
- Strong organisational and project management skills.
- Proven track record in building and maintaining effective working relationships with a range of stakeholders.
- Capacity to assess and manage risk, problem solve and be able to negotiate successful outcomes in potentially sensitive circumstances.
- A proven ability to effectively manage and build teams, including motivation, shared purpose, managing performance and developing the culture and team members.
- Knowledge and understanding of current health/mental health policy issues in Australia.
- Highly developed verbal and written communication skills.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.



- Ability to work both independently and collaboratively as a productive team member.
- Capacity to travel

mandatory licences, registrations and/or compliance certifications

The following criteria **must** be met to be considered for this position.

- Maintain a satisfactory National Criminal History check
- The incumbent must hold a valid Working with Children Check (WWCC) for their home state.

our commitments and expectations

At headspace, we are committed to creating safe, inclusive and high-quality programs and services for young people and their families. We strive to create a workplace where everyone feels safe, respected and supported. Everyone at headspace plays a part in upholding the values and principles that guide our work every day.

First Nations Strategy

headspace is committed to ensuring that our services are culturally safe and responsive to the needs of First Nations young people, their families, communities, and First Nations Staff across all headspace services. We are Accountable to our First Nations Strategy and guided by our Principled Approach - a series of eight principles: **Self Determination, Value, Relationships, Collaboration & Partnership, Cultural Connection & Consultation, The Journey is Important, Allyship and Lead with Integrity.** This work is led by First Nations voices, supported by strong allyship, and shared across all parts of the organisation – from our model of care and workforce to governance and partnerships.

Child Safety

At headspace, we're committed to creating a safe, inclusive and supportive environment for all children and young people. Everyone at headspace plays a role in ensuring the safety and wellbeing of children and young people is a priority. We take our duty of care seriously, act early to prevent harm and have zero tolerance for child abuse, harm and neglect.

Diversity and Inclusion

headspace is committed to eliminating all forms of discrimination in its programs and services. headspace celebrates and values all identities, experiences, cultures, abilities, faiths, bodies, sexualities, and gender identities through continuous reflection and ongoing improvement. headspace celebrates and values the diverse and intersectional living experiences of lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQ+) young people, family and communities.

Quality and Safety Responsibilities

We deliver safe, high-quality services that make a meaningful difference in the lives of young people. Every employee plays a role in supporting safe, inclusive, person-centred care by following policies, raising concerns, and contributing to a culture of continuous improvement. We comply with relevant standards, legislation, and work within our scope to achieve the best outcomes for young people, families and communities.

Approved by:	Head of Workforce Development and Planning	Date:	March 2026
Agreed by:		Date:	



