

Position Description

Response and Recovery Program Manager

Division	Schools & Communities	Level	E01
Reports to	National Operations Manager – Services	HPSS Stream	Health Professionals/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 Response and Recovery Program Manager (Program Manager) will work under the direction of the headspace Schools & Communities (hS) Operations Manager and be responsible for time limited funded program and projects to support schools impacted by the Bondi Terrorist attack (across Southeastern Sydney, NSW, and nationally). The Program Manager will use their project management and program delivery, trauma informed, and education experience to develop and implement trauma informed and recovery strategies for school leaders, education workforces, students, parents/carers and families. Leading a small team.

The Program Manager will hold accountability for key stakeholder relationships, including cross sector education, mental health, health, and community services. The incumbent will undertake the setting of priorities, monitoring of key project milestones, manage the project from start up to implementation and ensure that contract requirements are maintained. This position will also provide input and leadership on new projects for the headspace Schools & Communities division.

This role complements the broader headspace Schools & Communities programs and holds a strong focus on building the capacity of schools and relevant workforces – particularly in response and recovery.

The Program Manager will be highly experienced in developing and leading programs of work with excellent understanding of schools, trauma informed practice, student health and wellbeing, and youth mental health.



This position calls for the ability to review and reflect on implementation experience and implementation strategies for service improvement. This role will be critical to the analysis of data, establishing foundational knowledge of staff, and guiding data and evaluation strategies.

Reporting to the headspace Schools & Communities (hS) Operations Manager, the Response and Recovery Program Manager will work closely and collaboratively with the programs' funders and the broader hS team to successful outcomes for these projects. The incumbent will have regular interaction with other departments within headspace National to support effective knowledge transfer processes.

key responsibilities

The Program Manager is responsible for providing strategic leadership in service implementation and troubleshooting challenges faced by the program teams and stakeholders, regularly assessing timelines, and ensuring the submission of quality deliverables, as per the Project Plans. This will include, but is not limited to, the following:

- Contributing to and leading all aspects of strategic planning, development, and implementation related to funded contracts and their deliverables.
- Monitoring all aspects of the projects' progress against the agreed timeframes and deliverables and making strategic decisions and adjustments as required to ensure the timely and successful delivery of both funded contracts.
- Engaging with Department representatives across multiple jurisdictions, the broader hS team and other external key stakeholders, as required.
- Delivering of all aspects of the Project Plans.
- Overseeing the data reporting, monitoring, and evaluation of the initiatives, in line with the agreed reporting schedules and Evaluation Frameworks.
- Establishing practices to ensure high quality knowledge transfer and good practice across the teams.
- Leading, managing and providing professional development opportunities to program team members.
- Assist in the preparation of project related reports for the Head of hS, headspace Executive and DoH and DET as per the Project Plans, or other requests.
- Demonstrate the leadership capabilities at the level relevant to this role under the headspace Leadership Capability Framework.
- Build the headspace culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
 - Create and maintain a responsive and respectful workplace culture that integrates the values of the organisation under the headspace Way.
 - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback in accordance with hSTAR.
 - Provide effective leadership to drive the performance and outputs of the team.
 - Monitor, 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 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.
- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation.
- Continually build upon knowledge and understanding of Aboriginal and Torres Strait Islander peoples and culture.
- Comply with our Code of Conduct and Values.
- Any other duties consistent with the position where required by the hS Operations Manager.



selection criteria

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

- Approved tertiary qualifications in education, health, mental health, trauma and/or relevant discipline.
- Knowledge and understanding of the state-based education systems.
- A minimum of three years of relevant project/program management experience.
- A track record of successful program delivery in complex environments with multiple stakeholders.
- Experience in the development and delivery of training and resource packages.
- Demonstrated working knowledge of trauma, response and recovery, school education systems, student health and wellbeing policies, frameworks and programs, youth mental health.
- Proven ability to contribute to high level strategic planning for a service to support school communities.
- Exceptional interpersonal, communication and organisational skills with the ability to operate effectively at a national level and build relationships and strategic partnerships with stakeholders including key government, non-government and community partners.
- Knowledge and understanding of mental health and community recovery particularly in schools.
- Ability to demonstrate leadership in the development of integrated research and evaluation.
- A current driver's licence and use of a fully maintained motor vehicle with comprehensive insurance.
- Able and willing to travel intrastate and interstate, with overnight stays as required.

The following criteria are **not essential** to be considered for this position but may be an advantage:

- Knowledge and understanding in youth mental health systems
- Experience in the Not for Profit and/or public health sector.

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.
- The incumbent must hold valid and unrestricted working rights in Australia.
- Current home state driver licence



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 (LGBTIQA+) 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:		Date:	
Agreed by:		Date:	

