
DIGITAL SERVICE INTEGRATION OFFICER - VIC

JUNE 2026



POSITION SUMMARY

Location:	Victoria location - WFH/ Hybrid model		
Functional area:	Orygen Digital		
Classification/ Salary:	\$97,000 – \$110,000 pro rata commensurate with skills and experience + 12% super + access to \$15,900 NFP salary packaging		
Job level:	Level 3		
Reports to:	Clinical Implementation Lead VIC		
Employment type:	Part time – Full time (0.8 – 1.0 FTE)		
Employment length:	12-month contract.		
Direct reports	0	Indirect reports	0

POSITION PURPOSE STATEMENT

The Digital Service Integration Officer will play a critical role in integrating Orygen Digital's MOST platform with Victoria's mental health and wellbeing system. The role will work with a range of health and wellbeing services to deliver service gap analysis, co-creation of digitally-enhanced service pathway improvements via MOST, as well as training, onboarding, and support for staff using MOST.

Building digital confidence across the sector will be essential to successful integration between digital and mainstream service provision to extend care and address service gaps and to achieving earlier access and positive outcomes for young people experiencing mental ill-health. This is a unique opportunity to help digitally transform youth mental health care.

Please note:

Due to geographical requirements of the current funding model; ability to travel is a key component of this role.

Aboriginal and/or Torres Strait Islander applicants are strongly encouraged to apply or applicants with a strong knowledge or experience in working in regional and remote communities with a high proportion of Aboriginal and/or Torres Strait Islander Young people.

About Orygen Digital

REVOLUTION IN MIND

Orygen Digital, the digital mental health division of Orygen, develops, evaluates, and disseminates engaging and evidence-based interventions, such as MOST, that integrate with current national and international service delivery models for young people and their families.

POSITION FOCUS

	Key responsibility area	Percentage
1	Stakeholder engagement	60%
2	Digital integration and Implementation improvements	35%
3	General support	5%

POSITION KEY RESPONSIBILITY AREAS

1. Stakeholder engagement

- Develop and maintain strong working relationships with service leaders and staff in the partnering services.
- Actively liaise and engage with service staff to identify local gaps in service provision (eg. extended waiting lists, gaps between clinical sessions, safe and effective discharge and referral out options) and support the adoption and integration of MOST to help solve these problems, especially for priority populations such as Aboriginal and Torres Strait Islander services, rural/remote communities, LGBTQIA+, CALD, etc
- Respond to questions and enquiries from service staff relating to the integration and use of the MOST platform, service model and associated challenges.
- Complete and manage the above responsibilities across a number of services each with their own local requirements.
- Document interactions with clinicians and services.
- Provide culturally safe and appropriate support for specialised services such as those within First Nations and rural/remote communities across VIC.

2. Digital Integration and service pathway improvements

- Integrate and streamline digital processes across key service pathways to support the integration and sustained use of MOST.
- Track and be responsible for integration metrics, including referral volume and clinician use.
- Work collaboratively with internal stakeholders to ensure the delivery and integration approach is informed by research, service model evolution and local considerations.
- Localise training and implementation resources.
- Gather service feedback on MOST and its impact on local service improvement and translate it make improvements to the integration approach.

3. General support

- Conduct other activities and responsibilities as directed by the Clinical Implementation Lead VIC and support the general operations of the team.

EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • An appropriate qualification in mental health, health, health management, service design.
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EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> • Experience working in youth mental health services (desirable), complex healthcare environments or digital health initiatives. • Experience in service design and implementing new service improvement initiatives • Experience in healthcare professional training.
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	<ul style="list-style-type: none"> • Strong ability to communicate and influence others within a clinical context. • Highly developed oral and written communication skills. • Proficient computer skills with a demonstrated ability in word processing, PowerPoint and other office software, as required. • Knowledge of the service models of tertiary mental health services within the Australian mental health system (especially VIC). • In-depth knowledge of youth mental health, youth mental health services and service improvement.
Personal attributes	<ul style="list-style-type: none"> • Ability to build and develop very strong working relationships with internal and external stakeholders. • A capacity to work independently in a fast-paced environment, work to appropriate timelines and demonstrated problem solving abilities • Outstanding interpersonal skills and passion for engaging clinical services, leaders and clinicians in the implementation of digital and cultural models of care. • Well-developed communication and engagement skills to work with youth mental health services and their staff.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • VIC Implementation team • National Service Integration team • Research and Data teams • Strategy and Operations team
External	<ul style="list-style-type: none"> • Youth mental health services and their staff

SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> • Unrestricted right to live and work in Australia. • A current National Police Check will be required. • Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check. • A current VIC driver's license. • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required. • Due to geographical requirements of the current funding model; ability to travel is a key component of this role. • Occasional out of hours, evening and/or weekend work may be required.
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SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> • Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace. • Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able. • Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events. • Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
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- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	
Signature	
Date	