

Position Description

headspace National Telepsychiatry Practice Manager

Division	Digital Mental health programs (DMHP)	Level	EO1
Reports to	Operations Manager DMHP	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 National Telepsychiatry Practice Manager provides strategic and operational leadership for the headspace Telepsychiatry (hT) service nationally.

The role is responsible for the overall performance, sustainability, governance and growth of the service, including operational management, workforce leadership, financial sustainability and performance, stakeholder engagement, business development and growth and continuous quality improvement.

Working closely with the Operations Manager, Digital Mental Health Programs, and the Business Development and Integration Manager, the Practice Manager leads the expansion of telepsychiatry services across Australia, develops strategic partnerships, oversees service contracts and budgets, and ensures the service meets all relevant governance, quality, safety and compliance requirements. Financial and business development responsibilities include identifying and securing revenue generation and growth opportunities, financial forecasting and budget oversight and executing new contracts and partnership development.



The role provides leadership to telepsychiatry staff and contracted psychiatrists and is responsible for staff management, team performance, workforce planning, team culture and recruitment and retention of these professionals. The Practice manager leads strategic external engagement, representing the service across the headspace network, government stakeholders, Primary Health Networks, professional bodies and external partners.

About headspace Telepsychiatry

headspace Telepsychiatry (Telepsychiatry) is a critical part of the integrated digital mental health support provided by headspace. The program addresses barriers to accessing psychiatry services for young people and the mental health workforce in regional, rural and remote Australia. Telepsychiatry designs and delivers services intended to increase access to specialist support, improve mental health and wellbeing outcomes for young people, and increase the capacity of service providers, contributing to a strengthened and more equitable youth mental health system.

The service delivers:

Primary Consultations

Direct clinical consultations between contracted psychiatrists and young people attending eligible headspace centres, particularly in rural and regional communities. These services are typically funded through the Medicare Benefits Schedule (MBS), including applicable rural loading arrangements.

Secondary Consultations

Consultation and support services that connect headspace mental health clinicians with experienced psychiatrists. These sessions strengthen clinician capability, support case formulation and treatment planning, and improve outcomes for young people accessing services.

Workforce Development Activities

Delivery of webinars, education sessions and other professional development activities that build clinical capability across the headspace network and partner organisations.

key responsibilities

Strategic Leadership and Service Development

- Lead the national direction, growth and operational performance of hT.
- Drive business development activities to ensure long-term financial sustainability.
- Identify and implement opportunities for service expansion and innovation.
- Contribute to strategic planning and digital mental health initiatives across headspace.

Financial Management and Business Performance

- Oversee program budgets, financial projections and expenditure.
- Monitor service performance and financial sustainability.
- Work with the Operations Manager and Finance Business Partner to support forecasting, reporting and financial planning.
- Ensure resources are effectively allocated to meet service objectives.

Stakeholder Engagement and Partnerships

- Develop and maintain strategic relationships with:
 - Contracted psychiatrists
 - headspace centres
 - General Practitioners
 - Primary Health Networks
 - Lead Agencies
 - Government stakeholders
 - Professional colleges and peak bodies
- Represent hT with key stakeholders, including DoHAC, MBS stakeholders, RANZCP and headspace Executive.
- Advocate for the service and support opportunities for growth and collaboration.



Workforce Leadership and Performance

- Lead, coach and support telepsychiatry staff and contracted specialists.
- Oversee recruitment, onboarding, retention and workforce development.
- Demonstrate the leadership capabilities at the level relevant to this role under the headspace Leadership Capability Framework.
- Manage individual and team performance through clear role expectations, development planning and timely feedback.
- Lead and support staff to build a culture of respect, inclusion, and high performance, consistent with our values and the headspace Way.
- Comply with our Code of Conduct and Values

Service Operations and Contract Management

- Ensure efficient day-to-day service delivery, including referral management, scheduling, billing and administrative support.
- Oversee psychiatrist service agreements and credentialling.
- Manage contracts with psychiatrists, PHNs and Lead Agencies.
- Ensure contractual obligations are embedded within operational processes.

Governance, Quality and Compliance

- Maintain compliance with relevant legislation, privacy requirements, workplace health and safety obligations and organisational policies.
- Ensure alignment with the headspace Clinical Governance Framework.
- Lead continuous improvement initiatives across the service.
- Drive implementation and maintenance of the National Safety and Quality Digital Mental Health Standards.
- Monitor risk, quality and safety outcomes and implement improvement strategies as required.

Systems, Technology and Service Enablement

- Oversee procurement and implementation of telepsychiatry service systems and digital platforms.
- Manage vendor relationships and technology partners.
- Ensure systems support efficient, compliant and high-quality service delivery.
- Oversee the maintenance of service resources, guidelines and promotional materials.

Other

- 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.

- Relevant degree level qualifications in health, public health and/or relevant/related field
- Demonstrated experience working in the primary health system including workforce support and sector engagement specifically working with private GPs, allied health and/or specialist providers (eg. Psychiatrists).
- Excellent communication (written and verbal), negotiation, advocacy, organisational and time management skills
- Demonstrated experience managing a health practice and financial management of services.
- Professional, ethical with a high level of self-motivation and initiative and a demonstrated ability to work independently, multitask, solve problems and manage priorities.
- Proven ability to manage and build teams including motivation, shared purpose, managing performance and developing the culture of the hT team.
- Demonstrated understanding of strategic thinking and business acumen with a capacity to assess and manage risk and operate in a flexible and rapidly changing environment.



- Proven track record in building and maintaining effective working relationships with a range of stakeholders.
- Highly developed verbal and written communication skills.
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Advanced computer skills including word processing, spreadsheets, and database applications.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Strong technological skills and aptitude with ability to support others in the adoption and implementation of new technologies.
- Comprehensive knowledge of Medicare billing systems or billing systems.
- Knowledge of compliance and standards for medical practitioners and primary care services.

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

- Demonstrated experience and understanding of issues associated with leading a national service.
- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the mental health service system in Australia including understanding of current health/mental health policy, funding and issues in Australia especially youth mental health.

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 (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:	

