

Position Description

National Project Manager – Community Awareness and Engagement

Division	Centre Services	Level	EOI
Reports to	National Manager, State and Territory Service Integration	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 Project Manager – Community Awareness and Engagement is a 12-month secondment opportunity within the Centre Services division. The role will lead the development, implementation and launch of the national Community Awareness and Engagement (CAE) Capability Framework. This work has been initiated in direct response to the findings of the Strengthening Community Awareness and Engagement Review (2026), and is designed to strengthen consistency, quality and confidence in CAE practice across the headspace centre network.

Reporting to the National Manager, State and Territory Service Integration, this role will work closely with the Stakeholder Engagement Manager, CAE Specialist, Centre Services team, internal subject matter experts, and advisory groups to coordinate project activity, develop high-quality content and support stakeholder engagement across the life of the project. Deliverables for the role include the Capability Framework itself, a CAE Competency Framework, evaluation plan, education and training resources, and implementation and launch materials.

The role will help translate evidence, consultation insights and subject matter expertise into practical, accessible resources that support CAE workers, Centre Managers, Lead Agencies, broader centre staff and



headspace National teams. It will support shared understanding of CAE practice as a core part of reaching young people early, building mental health literacy and improving equitable access to services.

The role will operate in a complex stakeholder environment, requiring strong project coordination, excellent written communication, sound judgement and the ability to work collaboratively across teams. The project is time-limited and will be delivered across defined phases, including development, implementation and review, with consultation and engagement across the headspace network and internal headspace National teams.

key responsibilities

- Lead the delivery of the CAE Capability Framework project in line with agreed timelines, milestones, governance requirements and project deliverables.
- Develop high-quality written content, including framework materials, implementation resources, training and education content, consultation materials, briefing papers, updates and launch communications.
- Work closely with the Stakeholder Engagement Manager, CAE Specialist, and project stakeholders to develop the CAE Capability Framework, CAE Competency Framework, evaluation plan and associated implementation resources.
- Lead the change management process and provide direct support to headspace Plus services and headspace parent centres of Outreach Programs to implement the CAE Capability Framework.
- Support consultation and engagement activities with CAE workers, Centre Managers, advisory groups, internal subject matter experts and relevant headspace National teams to ensure project outputs are practical, accessible and aligned with centre network needs.
- Translate evidence, consultation findings and subject matter expertise into clear, practical resources that support recruitment, development, education and quality CAE practice across the centre network.
- Coordinate project documentation, meeting materials, action tracking, progress updates and reporting to support effective governance, decision-making and stakeholder communication.
- Support implementation and launch activities, including development of centre-facing communications, guidance materials, toolkits, webinars, and other resources to build understanding and readiness for adoption.
- Establish and facilitate Centre Peer Groups for both headspace plus and Centres with Outreach Programs.
- Contribute to risk and issue management by monitoring project dependencies, identifying emerging risks, escalating issues where required and supporting practical mitigation strategies.
- Build and maintain effective working relationships with internal and external stakeholders, including but not limited to Centre Services, Workforce Education and Training, Impact, Workforce Planning and Development, advisory groups, internal subject matter experts and consultants.
- Ensure project content and communications are inclusive, culturally appropriate, accessible and aligned with headspace style, values and strategic priorities.
- Support with other projects and initiatives to implement the National Community Awareness and Engagement Program Plan as required.
- 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.

- Tertiary qualifications in project management, health promotion, public health, social sciences or a related discipline, and/or equivalent demonstrated experience.
- Demonstrated experience leading projects or initiatives with multiple stakeholders, timelines and deliverables.
- Recent experience of centre management or leadership role within the headspace centre network.
- Highly developed written communication skills, with demonstrated ability to develop clear, practical and audience-appropriate content, resources and/or implementation materials.



- Demonstrated experience supporting stakeholder engagement, consultation or co-design processes, including the ability to gather input, synthesise feedback and translate insights into practical outputs.
- Strong organisational skills, attention to detail and ability to manage competing priorities in a time-limited project environment.
- Proven ability to build and maintain effective working relationships with a broad range of internal and external stakeholders.
- Demonstrated ability to work collaboratively across teams while also working independently to progress agreed deliverables.
- Sound judgement, problem-solving skills and the ability to identify risks, dependencies and issues that may affect project delivery.
- Strong computer skills, including confidence using project management applications (i.e. Asana) and Microsoft Office applications.
- 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.

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

- Knowledge or understanding of the headspace centre network, community awareness and engagement, or service models that support young people and their family.
- Experience supporting development or implementation of capability frameworks, competency frameworks, practice resources, training materials or workforce development initiatives.
- A broad understanding of the mental health service system in Australia.

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:	Julia Smith Chief Operating Officer	Date:	17 August 2026
Agreed by:		Date:	

