

Position Description

National Centre Services Advisor

Division	Centre Services	Level	HS6
Reports to	National Senior Centre Services Advisor	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

As a member of the Centre Services team, the National Centre Services Advisor works collaboratively with Primary Health Networks, Lead Agencies and headspace Centre Managers to establish new headspace centres and other services that meet the needs of young people and their communities across Australia.

As a member of the team, you will manage the assessment process for assigned headspace centres undertaking hMIF, ensuring successful completion of all tasks associated with the self-assessment, review and reporting phases and will apply quality improvement and coaching methods to support headspace services to develop and implement improvement plans

The National Centre Services team ensures that headspace services operate in accordance with the headspace Centre Service Model by regularly assessing model integrity via the headspace Model Integrity Framework (hMIF), which outlines requirements for headspace services and provides information, resources and support to headspace Centre Managers, Lead Agencies and Primary Health Networks to ensure headspace services understand and operate in accordance with the headspace Model.

The National Centre Services Advisor is a highly motivated individual and an experienced professional with knowledge in developing, managing and delivering health services to young people. The position requires



the ability to engage with a broad range of stakeholders, achieve deliverables within timelines, manage conflicting priorities and work collaboratively with others.

key responsibilities

- work with Primary Health Networks (PHNs), Lead Agencies and headspace staff in the establishment of new centres/services
- work with PHNs to support the commissioning of headspace centres/services in their regions
- support the ongoing implementation and development of the headspace model of youth mental health care at centres/services across Australia
- assess the readiness of headspace centres/services to commence operation in accordance with headspace model requirements
- support continuous quality improvement in service delivery at headspace centres and other services
- inform resource development and capacity building activities based on feedback from centres, lead agencies and PHNs
- contribute to the development and delivery of education and training tools and activities designed for headspace centre staff
- support integration between headspace centres/services and headspace National programs
- model and demonstrate constructive working relationships and information exchange within the team and across the organisation assist headspace centres and other headspace services to prepare for hMIF certification through the provision of clear and accurate guidance, information and resources
- support assigned headspace services throughout the assessment process, monitoring progress and ensuring all deliverables are completed on time
- develop accurate work plans for your own area of responsibility and for assigned headspace services undertaking hMIF assessment
- undertake assessments of headspace services against hMIF requirements including evidence reviews, interviews and report writing
- support the ongoing implementation and development of the headspace model of youth mental health care at headspace services across Australia
- support continuous quality improvement in service delivery at headspace centres and other services
- participate in regular reviews of hMIF to inform on-going development and refinement
- support integration between headspace centres/services and headspace National programs
- model and demonstrate constructive working relationships and information exchange within the team and across the organisation
- undertake interstate and intrastate travel if 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 a health management or mental health-related discipline (for example, psychology, social work, health administration) or commensurate experience in a health-related area.
- Demonstrated understanding of performance measurement, model fidelity assessment, and service standards in the health sector.
- Experience in implementing quality improvement programs and utilising change management principles to support a culture of continuous improvement.
- Understanding of the mental health service system in Australia and the delivery of mental health services through primary care, specialist mental health service providers and nongovernment agencies.
- Strong organisational and project management skills.
- 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 develop and maintain stakeholder relationships.
- Experience in utilising change management principles to support a culture of continuous improvement.
- Ability to work both independently and collaboratively as a productive team member.
- Capacity to undertake interstate travel.

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

- Experience in the headspace network or other primary youth mental health service will be highly regarded.
- Experience in implementing quality improvement programs or activities.
- Demonstrated experience in developing, managing and/or delivering health services for young people on a national, state or regional level.

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.
- Current driver's 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:	

