

Position Description

POSITION:	Telehealth Quality and Projects Lead (Parental Leave Cover)
REPORTS TO:	Head of Telehealth Service Delivery
DIRECT REPORTS:	Nil
BLUE KNOT VALUES:	We lead with hope With empathy, compassion and understanding, we advocate for and support people to heal and recover from complex trauma We uphold integrity As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence. We drive change As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma

ABOUT THE ROLE:

The Telehealth Quality and Projects Lead plays a pivotal role in driving service safety, quality and continuous improvement across Telehealth services. The role leads the implementation of audit and compliance processes aligned to the National Safety and Quality Digital Mental Health Standards (NSQDMHS), coordinates quality improvement initiatives, and manages priority service development projects. Within the period of this temporary role, a key responsibility will be the coordination of the Telehealth service's required NSQDMHS actions as part of the organisation's accreditation project team.

The role enhances the delivery of high-quality, safe evidence-informed digital mental health services driving optimal outcomes through robust systems, streamlined processes, practices and workflows. The Telehealth Quality and Projects

Lead enables data-informed decision-making, monitoring and evaluation of process, practice and performance, enabling a culture of learning, development and innovation.

This is a senior role within the Telehealth Leadership Team. It sits centrally within Telehealth and works collaboratively with other Blue Knot teams and roles.

1. Quality Improvement and Service Development

- Design and lead data-informed quality improvement initiatives in line with NSQDMH and other service standards, evaluation findings, and service user and staff feedback.
- Develop and maintain quality registers, dashboards and tools to monitor and report individual and service performance supporting data analysis – trends and gaps, outcome measurement, evaluation and service planning
- Design and maintain systems for supporting leaders around tracking actions, planning and implementation, including responding to lessons learned.
- Lead preparation for service reviews, accreditation, or quality internal and external reporting obligations informing strategic and operational decisions

2. Project Management and Delivery

- Manage and evaluate key Telehealth development projects, including digital enhancements, model of care changes, or process improvements.
- For organisational strategic projects, create supporting project documentation such as project briefs and charters, business cases, change requests, training materials, operational procedures, user documentation, status reports and key communications.
- Develop and maintain project plans, including schedules and risk assessments monitoring and meeting milestones and reporting progress regularly to Telehealth Head of Service and members of the Senior Leadership Team as required.
- Facilitate stakeholder engagement around projects and ensure project delivery aligns with strategic goals, timelines and resources.
- Support co-design and consultation processes with service users and staff, ensuring diverse perspectives are represented.

3. Compliance and Risk Management

- Coordinate implementation of a quality and compliance calendar including audits, service user and staff surveys and service reviews.

- Work with the Head of Telehealth Services to monitor and manage compliance with relevant standards, including NSQDMHS and regulatory frameworks.
- Support completion of contractual grant reporting requirements regarding Annual Work Plans and monthly/quarterly Key Performance Indicator reports.
- Contribute to risk identification, mitigation planning, incident and complaint analysis ensuring actions and learnings are tracked, and risks, complaints and incidents are recorded as appropriate.

4. Collaboration and Capacity Building

- Model a culture of evidence-informed data-driven decision making, accountability and professionalism.
- Work collaboratively with Telehealth leadership team and internal stakeholders embedding quality and innovation across Telehealth services
- Support continuous learning, responsive to feedback aligned with Blue Knot values and trauma-informed principles.
- Facilitate team reflection and learning activities (e.g., post-incident reviews, CQI workshops).
- Support cross-functional coordination with other service areas to support Blue Knot's strategic objectives, aligning with trauma-informed and culturally safe principles and organisational values.
- Participate in working groups and communities of practice related to quality, service design, or innovation.

QUALIFICATIONS AND EXPERIENCE

Required

- Qualifications in health management or a health-related discipline.
- Experience working within regulatory or quality frameworks (e.g., NSQDMHS, clinical governance framework, technical governance framework) including previous involvement in evaluations, accreditation, or regulatory compliance activities. Participative experience in NSQDMHS accreditation programs will be highly regarded.
- Technical experience in CRMs, especially Salesforce.
- Demonstrated experience leading or coordinating projects in a service delivery environment using project management (certifications would be highly regarded such as PMP, PMI or Prince2) or data visualisation tools (e.g., Asana, Power BI, Excel) to interpret data and translate it into action-oriented insights or reports.

- Demonstrated customer service and interpersonal skills
- Demonstrated high level written and verbal communication skills to prepare reports, resources and review operational policies and procedures
- Familiarity with service user-focused, trauma-informed or person-centred service approaches.

CAPABILITIES

- Demonstrated ability to design, plan, implement, and evaluate service and operational projects, coordinating stakeholders, managing risks, tracking milestones, and adapting plans as needed.
- Ability to identify service gaps, analyse trends, and lead continuous improvement initiatives, linking quality actions to service user outcomes, risk mitigation, and compliance.
- Ability to interpret service data and outcome measures, using both qualitative and quantitative insights to inform evidence-informed service planning and reporting.
- Awareness of NSQDMHS, risk, safety, privacy, and clinical governance requirements.
- Excellent written and verbal communication skills, including the ability to prepare high-quality documents and reports.
- Ability to engage constructively with a range of stakeholders across teams, including facilitation of workshops, meetings and cross-functional working groups
- Ability to see the interconnections between service processes, technology, policy, and people and adapt through feedback, learning and critical reflection.
- Capacity to improve workflows and systems that support service user access, safety, and individual and team effectiveness.
- Demonstrates accountability, confidentiality, and professionalism.

AVAILABILITY

- This role is a temporary parental leave cover on a full-time basis across Monday to Friday 9am to 5pm with 30-minute unpaid lunchbreak. As such, the employment engagement under this temporary secondment will be as a 'replacement employee' within the meaning of Section 84 of the Fair Work Act 2009 (Cth) and therefore may end earlier than the expected end date if the employee on parental leave varies their period of parental leave, cancels

their leave, or exercises their statutory right to return to work early in accordance with the National Employment Standards (NES).

- A willingness to work flexibly in line with the needs of the role and the organisation.
- Our organisation works remotely; therefore, this arrangement is currently home based with a requirement to attend meetings and workshops at other locations as required. The employer reserves the right to change the location to suit the needs of the Company.

OTHER REQUIREMENTS

- It is a requirement that all BKF employees have a valid and current national police check/criminal History Check for the duration of their employment.
- This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.
- A safe and WH&S compliant dedicated home office space with access to a reliable internet connection speed tier of NBN50/20 (or better).
- Blue Knot is a trauma-informed organisation, and it is important that behaviours, attitudes and approaches of all employees are consistently underpinned by the organisation's values, Code of Conduct and trauma-informed principles.

Job Demands Checklist (Pre-Employment)

Job Title

Quality and Projects Lead

Purpose

This checklist outlines the inherent requirements and key demands of the above job role.

This document will be required to be reviewed by candidates at time of commencing recruitment.

The [Candidate Completion Section](#) is to be completed by the applicable candidate at time of offer to confirm awareness of the role demands and to clarify any reasonable adjustments that may be required to support fulfillment.

This information is not used to exclude candidates, but to support transparency and safety. It will be considered alongside reasonable adjustment obligations.

It may also be used to provide information about the position to a health professional for the purpose of conducting a pre-employment medical, or to support a return-to-work program following a workplace incident, or other relevant governance protocol.

Candidate Instruction

Please review the frequency of the role demands below (do not amend).

1. Physical & Ergonomic Demands (Remote Work Context)

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Prolonged sitting/standing (sedentary work)	☐	☐	X	☐
Screen-based work (computer use)	☐	☐	☐	X

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Repetitive hand/wrist movements (typing, mouse)	☐	☐	☐	X
Use of headset / phone / video equipment	☐	☐	X	☐
Maintaining ergonomic posture (desk, chair, screen setup)	☐	☐	☐	X

2. Sensory & Cognitive Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Visual concentration (screen reading, documentation)	☐	☐	☐	X
Hearing (phone, video, online communication)	☐	☐	X	☐
Speaking (phone, video, online communication)	☐	☐	X	☐
Sustained concentration / attention	☐	☐	X	☐
Multitasking / task switching	☐	☐	☐	X
Processing complex or sensitive information	☐	☐	X	☐
Decision-making under time pressure	☐	☐	X	☐

3. Psychosocial Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Exposure to distressed people (e.g. crisis, grief, trauma impacts)	X	☐	☐	☐
Exposure to traumatic, distressing or emotionally challenging content (hearing, reading or viewing)	☐	X	☐	☐
Managing risk situations with persons that may demonstrate unpredictable behaviours.	X	☐	☐	☐
Emotional labour (supporting others while regulating own emotional responses)	X	☐	☐	☐

4. Remote Work Demands

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Working remotely without immediate in-person support (virtual)	☐	☐	☐	X
Limited informal peer interaction	☐	X	☐	☐
Debriefing, supervision and escalation pathways delivered virtually	☐	☐	X	☐
Managing boundaries between work and home	☐	☐	X	☐

Debriefing access after critical incidents is prioritised over noncritical incidents	☐	☐	☐	X
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5. Work Environment (Home-Based)

Task	Rarely	Occasional	Frequent	Constant
Percentage performed per day (average)	(1–5%)	(6–33%)	(34–66%)	(67–100%)
Maintaining privacy and confidentiality	☐	☐	☐	X
WH&S safe & ergonomically compliant workspace setup (lighting, space, desk, chair, etc.)	☐	☐	☐	X
Use of multiple digital systems/platforms	☐	☐	☐	X
Reliance on stable internet and connectivity	☐	☐	☐	X

7. Supports, Supervision & Safety Measures Provided

Control Area	Yes	No
Ergonomic self-assessment	X	☐
Supervision provided (clinical roles)	☐	X
Remote team and 1:1 manager meeting cadence	X	☐
Access to debriefing / critical incident support (clinical roles)	☐	X
Escalation pathways for core risk situations notified	☐	X
Access to wellbeing supports (EAP or equivalent)	☐	X

Candidate Completion Section

1. Reasonable Adjustments

Do you require any adjustments to safely fulfil the inherent requirements of this role?

☐ No	☐ Yes (please specify below)

2. Acknowledgement

Privacy

Information collected will be handled in accordance with privacy legislation and HR governance responsibilities.

Candidate statement: I have reviewed the inherent requirements of the role and understand the key demands and the terms of this document. My signature below is my acknowledgement of this, and that I have listed any reasonable adjustments that would enable me to undertake the role.

Candidate Name:

Candidate Signature:

Signature Date: