

Position Description

Position Title:	Assistant Manager
Service/Program:	headspace
Approved By:	Chief Operating Officer
Date Effective:	February, 2026

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

Based at headspace Sale, a satellite service to headspace Bairnsdale, the purpose of this position is to ensure assistance to the Centre Manager in the provision of effective and efficient operational management of the headspace Sale and Bairnsdale centres. The Assistant Manager position supports the Centre Manager in ensuring delivery of high-quality services and programs in alignment with RAV's strategic direction in accordance with the headspace Trademark License Deed and the Gippsland Primary Health Network funding contract.

This position is covered by the Relationships Australia Victoria Manager's Enterprise Agreement (MEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010, and recognising Relationships Australia Victoria (RAV) as Lead Agency.

Service: headspace

headspace provides information, support and services to young people, aged 12 -25, and their families and friends. Services cover four core areas: mental health and wellbeing, physical and sexual health, work and study support, and alcohol and other drug services.

Position Specifications

Line manager	Centre Manager
Manages	Responsible for the day-to-day management of the headspace Sale centre under the delegated authority of the Centre Manager
Key external liaison	• Young people, their families and friends that access the Centre • headspace National Office staff • Gippsland Primary Health Network staff • Consortium partner organisations and staff • Local youth, health and community service providers, schools and staff • Other headspace Centre staff • Government departments, ministers and staff • Other external partners, vendors, providers and key stakeholders

Note: Reporting arrangements may change from time to time to meet business requirements

Position Summary

Working within a changing environment, this role supports the Centre Manager to lead, develop, implement, oversee and manage the operations of the headspace Sale and Bairnsdale Centres. They will be a highly motivated and capable person who is passionate about working with young people and committed to their health and wellbeing, and who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for clients of the service and the wider community.

The incumbent in consultation with the Centre Manager, will work closely and collaboratively with a range of stakeholders to ensure all activities are in accordance with the headspace Trademark License Deed and the

Gippsland Primary Health Network funding contract. Guidance will be provided by the Lead Agency, headspace National Office, Gippsland Primary Health Network, Consortium partners, Youth Reference Group and Family & Friends Reference Group.

The Assistant Manager position will be comprised of staff performance review and performance management, general administrative and management responsibilities associated with the effective and efficient operation of the centre, in conjunction with Centre Manager to achieve a high level of service delivery. The incumbent will be expected to act in the role of Centre Manager during periods of their absence and will be expected to contribute to policy production and tender applications.

Key Result Areas (KRAs)

Area	Tasks
Programs and Services	- Contribute as required to operational planning, budgeting, reporting and the development of new local and regional initiatives and projects in accordance with the headspace grant agreement. - Assist the Centre Manager with the effective facilitation of regular team meetings including, communication, consultation with staff and appropriate identification and resolution of local centre(s) and operational issues as they arise. - Oversee waiting lists and cancellations to ensure optimal service to clients - Identifying and reviewing, with the Centre Manager, appropriate staff workloads resourcing and overall centre productivity. - Supervise, with the Client Services Coordinator, the effective and efficient use of rooms, bookings, resolving day-to-day operational issues etc
Staff Supervision	- Build rapport and trust, providing regular communication to staff in relation to organisational policies, procedures and systems to engage staff, develop team culture and anticipate and work to minimise conflict, resolving issues as they arise by negotiating pragmatic solutions. - Assist with and/or manage the staffing and workforce resourcing including the recruitment, induction, on boarding, training and development, mentoring, coaching and performance management. - In consultation with the Centre Manager, communicate with staff in relation to managing client consultations, workload, scheduling, business and work plans, policy framework, program development etc. to engage with staff and enhance centre performance. - Develop and implement plans and processes, which are aligned to the centre and strategic plan, ensuring performance, contractual obligations, productivity and operational requirements are identified, monitored and achieved. - Manage staff performance through regular conversations about performance, giving feedback to improve outcomes and performance, encourage innovation and continuous improvement in work performance, practices and processes. - In consultation with the Centre Manager, manage employee underperformance and/or inappropriate behaviour and performance, providing feedback, counselling employee's effectively and in a timely manner. - Actively support staff and provide opportunities and practical assistance in developing their skills, knowledge and capabilities.
Quality Assurance	- In conjunction with the Centre Manager, monitor training and development plans, to ensure all staff achieve effective and efficient day-to-day operational performance required for the centre(s) including necessary client service skills that they engage in ongoing practice development and positively respond to contemporary and diverse client needs. - Assist the Centre Manager with the management, communication and effective implementation and monitoring of RAV policies, procedures and systems and adherence to these by all staff at the centre(s). - Co-operate with RAV policy development and implementation, contributing to the development and review of policies. - Ensure staff receive, where required, regular and structured clinical supervision, debriefing, support and feedback. - Ensure accurate and appropriate case records are maintained by all practitioners and that the required data collected is compliant with service standards and program accountabilities.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

Budget and Financial	- Proactively be involved in the effective financial management and operation of the centre(s) to ensure RAV funds are used appropriately, and effective controls are in place for petty cash, use of funds at the centre(s) and administering of funds. - In consultation with the Centre Manager, input to, develop and manage the day-to-day requirements of centre budgets, implementing effective resource control measures and appropriate reporting for services, resources and programs. - Sign off on day-to-day centre and/or operational expenses within centre budget as required.
Represent RAV effectively to Stakeholders (local funding bodies, local partnerships and sector networks)	- Assist the Centre Manager in representing RAV to local funding bodies, local partnerships and appropriate sector networks so as to identify, create, engage and network effectively with and through local business partnerships and maximise these network growth opportunities on an ongoing and regular basis. - Use leadership and expertise to effectively address stakeholder issues, influencing others to identify opportunities and negotiate long lasting solutions. - In consultation with the Centre Manager, manage the development and implementation of stakeholder initiatives for the centre(s), creating lasting relationships with stakeholder groups and partnerships. - Address stakeholder and partnership issues, using analysis and influence, to create shared solutions, which advance the organisational goals. - Develop new approaches and create, amend business plans to align with understanding of RAV's strategic plans, organisational goals and business plans to address obstacles, creating linkages with new work areas to support RAV aims.
Policies procedures and systems	- Comply with policies, procedures and systems as required. - Model the organisation's values and contribute to the workplace culture. - Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	- Demonstrate commitment to team / centre objectives and strategic priorities. - Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Programs and services offered are of high quality and client centred.
- Services meet contractual obligations.
- Services are provided within framework, within budget, on time, professionally within quality framework measures including:
 - Policy and procedures
 - Occupational Health and Safety
 - Client and financial record keeping
 - Practice productivity
 - Quality frameworks
 - Supervision expectations/compliance
- Manage the response to, client satisfaction processes to build and maintain quality assurance, including liaison with dissatisfied clients, and timely and effective resolution of client complaints internally liaising with and advising the Centre Manager and using appropriate judgement to effectively and efficiently escalate client issues as required.
- Effective engagement and maintenance of local partnership and networks in collaboration with the Centre Manager.
- Supervise staff at the centre, in consultation with the Centre Manager, including –
 - Recruitment and selection,
 - Engaging with new employees and induction,
 - Managing Work Plans and feedback, consultation with individual staff regularly,
 - Performance management, counselling and discipline of staff
 - Communication and engagement of staff regarding the centre plans, initiatives and continuous improvement,
- Ensure adherence to policies, systems and processes are implemented and followed.
- Effectively and efficiently resolve problems and deal with day-to-day issues.

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- Communication to staff in relation to centre(s) issues; plans, initiatives, systems and processes, including appropriate upward communication; and external communication where required, is managed appropriately.

Key Selection Criteria (KSC)

- Relevant tertiary qualifications which may include management, psychology, social work, social science, family dispute resolution.
- Several years' experience as a manager or team leader, delivering exemplary management support and advice to maximising team and operational effectiveness.
- Excellent written and verbal communication skills, with a particular emphasis on developing effective working relationships with a variety of interest groups, individuals and organisations.
- Sound judgment, problem solving skills to support decision making in all areas of responsibility.
- Ability to contribute to the planning and development of service delivery across a range of programs, developing new areas of practice and innovative strategies while focusing on the achievement of long-term goals
- Demonstrated experience in effectively managing and leading a multidisciplinary team, including proficiency in change management.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable) and have a current Working with Children Check throughout their employment.

Additional Requirements:

- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable)
- Must have own vehicle and current Victorian driver's licence.

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe

services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.