

DIRECTOR OF CLINICAL OPERATIONS

OCTOBER 2026

orygen

POSITION SUMMARY

Location:	Across Orygen primary clinical sites in Melbourne's north and west, and Parkville (hybrid working)		
Functional area:	Clinical Operations – Primary Clinical		
Classification/ Salary:	\$210,000 base + 12% super + access to \$15,900 NFP salary packaging		
Job level:	6		
Reports to:	Chief of Clinical Operations		
Employment type:	Full time		
Employment length:	Permanent, subject to funding		
Direct reports	5	Indirect reports	50+

POSITION PURPOSE STATEMENT

The Director of Clinical Operations is accountable for the safe, high-quality and financially sustainable day-to-day operation of Orygen's primary clinical mental health services, including its six headspace centres, the IPS Program and the Trans and Gender Diversity Team (TGD), together with possible fee for service offerings.

This is a pivotal leadership role at a time of significant growth. The Director will lead high-quality service delivery across the existing network while driving Orygen's ambitions to expand and evolve its primary clinical offering.

The Director will lead the network through a significant growth phase between 2027 and 2029: opening headspace Moonee Valley, relocating headspace Craigieburn, converting Melton and Sunshine to headspace plus, and supporting the development and integration of new primary clinical service models. The Director works closely with the Head of Quality & Transformation, Service Development Manager and Partnership & Contract Manager to keep day-to-day operations and the network-wide improvement agenda aligned.

About Primary Clinical

Primary Clinical is Orygen's organisation-wide portfolio of primary clinical mental health services. It currently includes five headspace centres across Melbourne's north and west (Craigieburn, Glenroy, Melton, Sunshine and Werribee), growing to six with the opening of headspace Moonee Valley. The portfolio also delivers the IPS Program and the TGD Team. Orygen has ambitions for further growth and evolution across services, sites and primary clinical service models.

REVOLUTION IN MIND

POSITION FOCUS

	Key responsibility area	Percentage
1	Operational leadership and service delivery	35%
2	People leadership and culture	25%
3	Financial, contract and risk management	20%
4	Growth, establishment and integration	20%

POSITION KEY RESPONSIBILITY AREAS

1. Operational leadership and service delivery

- Lead the primary service clinical operational team to deliver safe, efficient, effective and consistent clinical services across the portfolio; including delivery against performance targets
- Demonstrate cultural leadership that values and embraces the voices and experiences of people with lived and living experience of mental ill-health, and their families and carers, so that the perspectives of young people shape how Orygen's clinical services are run.
- Work with the Chief of Clinical Operations and the Clinical Leadership Team to deliver Orygen's clinical model of care across the Primary Clinical portfolio.
- Embed consistent and fit-for-purpose operating models across the Primary Clinical portfolio, including the Centre Manager / Practice Manager operating model at headspace sites and appropriate arrangements for any new services established.
- Hold overall accountability for access, intake and wait-time management across the portfolio, ensuring capacity pressures are escalated early and contingency plans are in place
- Ensure services operate in line with standard operating procedures, work instructions, headspace model integrity requirements and legislative and governance frameworks.
- Develop, monitor and report on operational Key Performance Indicators, using data to inform operational decisions, process improvements, and service quality.
- Develop and deliver an annual Primary Clinical Operational Plan aligned to Orygen's Strategic Plan.
- Work with the Communications team to ensure clinical sites and services operate in line with relevant brand and marketing style guides, as well as wayfinding requirements.
- As a member of the Clinical Leadership Team, collaborate across the broader clinical portfolio and the organisation to achieve shared outcomes for young people.

2. People leadership and culture

- Lead, coach and develop the Primary Clinical operational team, setting clear expectations and holding leaders accountable for site performance.
- Build a cohesive, high-performing primary leadership team that works as one network, sharing practice resources and solutions across sites.
- Oversee workforce planning, recruitment, retention and performance across the portfolio, partnering with People Experience and Wellbeing to attract, develop and retain great people. Champion a learning culture, ensuring development needs are identified and mandatory training compliance is maintained.
- Prioritise staff wellbeing and retention through flexible work, meaningful professional development, regular performance and development conversations, and clear career pathways.
- Lead teams through organisational change and growth with transparent communication and genuine consultation.
- Foster an inclusive, values-driven culture that reflects Orygen's commitments to First Nations people, LGBTQIA+ people and culturally and linguistically diverse communities.

3. Financial, contract and risk management

- Lead financial control and management of the portfolio, delivering budget, monitoring income and expenditure, and recommending corrective action on variances.
- Contribute to annual budgeting, forecasting, and financial reporting for the portfolio, in partnership with Finance.
- Ensure headspace National, PHN and other contract deliverables and reporting obligations are met, working with the Partnership & Contract Manager.
- Contribute to assessing the financial and operational viability of new primary clinical service opportunities, including activity, funding and revenue modelling where relevant.
- Monitor, mitigate and report clinical, operational, workforce and WHS risk, including incident management and escalation.
- Work with the Head of Quality & Transformation to ensure services meet accreditation, audit and quality standards and that findings are acted on.
- Work with the Director of Communications & Fundraising to manage and mitigate reputational risk when establishing, relocating, or delivering clinical services.

4. Growth, establishment and integration

- Lead the operational establishment and go-live of headspace Moonee Valley and the relocation of headspace Craigieburn.
- Lead the operational transition of Melton (from FY28) and Sunshine (FY29) to headspace plus, including workforce growth and service model changes.
- Lead the evaluation and operational development of new primary clinical service opportunities, including potential operating and management models and integration with existing services through appropriate clinical systems, governance and referral pathways.
- Collaborate with the Head of Quality & Transformation and Service Development Manager to translate service development and research into practice across sites.
- Build productive relationships with funders, PHNs, consortium partners and community organisations to strengthen local service pathways.
- Identify new opportunities for funding and growth that increase the capacity of Primary Clinical services.

EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none">• Relevant tertiary qualification in social work, psychology, nursing, occupational therapy or a related clinical field.• Current registration with AHPRA or eligibility for membership of the relevant professional body (e.g. AASW).
Desirable	<ul style="list-style-type: none">• Postgraduate qualification in health administration, business management or leadership.

EXPERIENCE / SKILLS

Experience / skills	<p>Essential</p> <ul style="list-style-type: none">• An excellent track record as a senior operational leader of multi-site, multidisciplinary mental health or community health services.• Demonstrated ability to manage large-scale services within financial, regulatory and contractual pressures, with associated budget, safety, performance and people management accountabilities.
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	<ul style="list-style-type: none"> • Sound understanding of clinical governance frameworks, with experience embedding quality and safety systems across multiple services. • Experience leading, coaching and developing managers to deliver consistent performance across sites. • Demonstrated experience establishing new services or leading significant service growth, relocation or transformation. • Strong financial literacy, including budget management and use of data to drive operational decisions. • Experience building strong relationships at a senior level with funders, government agencies, PHNs, accrediting bodies and community organisations. • Demonstrated commitment to young person-centred care and strong understanding of the developmental and mental health needs of young people and their families. • Outstanding interpersonal, written and verbal communication skills. • Demonstrated experience delivering operational and financial KPIs such as clinical utilisation. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in the headspace model, including headspace National requirements and lead agency responsibilities. • Experience operating or establishing new clinical services with diverse funding and delivery models. • Knowledge of Individual Placement and Support (IPS) and gender-affirming care service models. • Experience leading organisational restructure and change consultation.
Personal attributes	<ul style="list-style-type: none"> • Action-oriented leader who delivers on complex operational tasks and stays composed under competing priorities. • Collaborative and generous, building trust with peers, staff and partners. • Committed to developing other leaders and growing capability across the team. • Lateral and creative problem-solver who finds workable solutions. • High integrity and accountability; acts ethically, transparently and owns outcomes. • Committed to meaningful engagement with young people, families and people with lived and living experience. • Aligned to Orygen's mission, vision and values.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Chief of Clinical Operations • Head of Quality & Transformation • Service Development Manager • Partnership & Contract Manager • Director of Lived Experience, Lead of Family Peer Work and Youth Peer Work Coordinator • Other Clinical Directors, including Clinical Governance • Clinical Research and Knowledge Translation leaders • Orygen Digital • Finance, People & Culture, IT and Facilities • Director, Communications & Fundraising
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External	<ul style="list-style-type: none"> • Young people, families and carers • headspace National • Parkville Youth Mental Health and Wellbeing Service (PYMHWS) • North Western Melbourne PHN and other funders • Department of Health • headspace consortiums and community partners • Schools, GPs, hospitals and youth services • Accrediting bodies
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SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> • Unrestricted right to live and work in Australia. • A current National Police Check will be required. • Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check. • You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne. • A current Victorian driver's licence. • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required. • Occasional out of hours, evening and/or weekend work may be required

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety, quality and wellbeing policies and procedures of Orygen. In addition, employees are expected to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions and cooperate with Orygen's health, safety and wellbeing requirements. • Champion a culture of safety and wellbeing by following relevant policies, procedures, training and guidelines, and promptly reporting incidents, hazards, near misses and safety concerns. • Deliver work in accordance with Orygen's quality standards, clinical and practice guidelines governance, regulatory requirements, and continuous improvement processes. • Contribute to culturally safe, respectful and inclusive workplaces and services, and support the safety, wellbeing and safeguarding of all children, young people and families engaged with Orygen. • Recognise that work may involve exposure to sensitive information and potentially distressing content, including information related to mental health, and take steps to monitor and manage its impact on their own wellbeing.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	
Signature	[insert signature]
Date	[insert date]

