satellite FOUNDATION

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Practice Development Manager

The Practice Development Manager plays a key leadership role in strengthening how the organisation supports children and young people aged 5–25 years, and their families through safe, inclusive and peer-centred practice.

Working across teams, the role coordinates agreed clinical and practice governance improvements, builds workforce capability and supports a culture of reflection, learning and continuous improvement. It contributes specialist expertise to the development and refinement of mental health support approaches, ensuring these are grounded in lived and living experience, trusted relationships and evidence.

The Practice Development Manager role works collaboratively with organisational leaders, program and engagement teams to strengthen organisational practice and participant experiences. The role provides leadership to two direct reports, supporting the implementation of practice improvements and new service approaches across teams.

Role details:

Job title:	**Manager, Practice Development**
FTE and Contract type:	**1.0 FTE, fixed-term contract to 30 June 2027**
Salary:	$64.21 an hour, based on Level 6.1 of the **Social, Community, Home Care and Disability Services Industry Award 2010**, plus annual leave loading, superannuation, and access to salary packaging.

Reporting / working relationships

Reports to: Executive Director
Direct Reports: 2
Internal Relationships: Satellite Foundation Board of Directors, Executive Team and Staff, Youth Advisory Council members
External Relationships: Satellite Foundation participants, volunteers and graduates, partner organisations, community groups, and Satellite supporters and stakeholders.

Benefits of working at Satellite Foundation

- A values-driven culture
- Office location in Collingwood, Victoria, close to public transport

- Flexible working arrangements including hybrid options (working from home) for this role is available
- Enjoy 2 days of gifted leave during the Christmas shutdown period, plus 2 days of well-being leave to support your health and work-life balance
- An employee assistance program
- Professional development opportunities

Satellite seeks to provide suitable working arrangements for all team members, acknowledging that everyone's circumstances are different. If suitable to the role expectations, flexible working options are offered to maintain a healthy work-life balance.

Role Purpose

The Practice Development Manager plays a significant role in strengthening and improving direct service practice at Satellite. Working across the organisation, the role coordinates and delivers agreed practice improvement initiatives through the development of systems and processes, workforce training and specialist guidance, including support for complex practice consultations. Under the direction of an Executive Director, the role manages defined projects and implements approved practice governance arrangements, exercising professional judgement within agreed priorities and delegated authority.

Key responsibilities

1. **Clinical and Practice Governance**
    - Develop and implement a fit-for-purpose clinical and practice governance framework, including practice standards, policies, procedures and clear accountabilities, within agreed organisational priorities and delegated authority.
    - Develop practical guidance on boundaries, scope of practice, mental health risk, safeguarding, consent, referral and escalation in collaboration with relevant managers, reflecting participants' developmental needs and rights.
    - Improve practice documentation, incident learning, quality monitoring and continuous improvement processes within the work area.
    - Support teams to apply developmentally responsive, trauma-informed, neuroaffirming, disability-inclusive and culturally safe practice principles through approved guidance and learning recognising individual needs, family circumstances and participant choice.

2. **Practice Development and Learning**
    - Coordinate delivery and refinement of the approved brief-intervention mental health support model pilot in collaboration with relevant managers, within agreed scope and resources.
    - Develop and refine practice guidance, service models and pathways that support safe, consistent and responsive engagement with children, young people and families.
    - Translate evidence and approved frameworks into practical resources, processes and guidance for service teams.
    - Work with delivery and engagement teams and external partners to strengthen mental health responses, referral pathways and connections to appropriate support within agreed arrangements.
    - Use participant feedback, evidence and evaluation findings to inform practice improvement and decisions about future implementation and sustainability.

- Contribute to organisational planning and provide advice to managers on emerging practice needs, opportunities and risks within assigned scope.

3. **Workforce Capability, Culture and Reflective Practice**
   - Coordinate agreed initiatives to strengthen practice capability across staff, facilitators and volunteers, working alongside operational managers who retain responsibility for service delivery and staff performance.
   - Develop and support training, guidance and learning opportunities that strengthen workforce understanding of child, adolescent and young adult development, relational practice, mental health responses, safeguarding and the safe use of lived experience.
   - Facilitate agreed reflective practice and peer learning, escalating clinical issues through established pathways.
   - Support managers and teams to implement approved practice standards and build a culture of safety, collaboration, reflection and continuous learning.
   - Promote inclusive, trauma-informed, culturally responsive and lived and living experience-informed practice.

4. **Team Leadership and Collaboration**
   - Supervise, support and develop two direct reports, fostering a supportive and accountable team culture.
   - Set work-area priorities and monitor the delivery of agreed practice development, workforce capability and implementation activities.
   - Support operational managers to embed practice improvements while recognising their responsibility for service delivery.
   - Advise key staff to ensure participant engagement, consultation and creative approaches are supported by safe and inclusive practice.
   - Monitor practice development work, document learning and report progress and recommendations to the Executive Director.
   - Develop and maintain stakeholder relationships to support practice quality and agreed referral and coordination pathways.

Essential skills and experience

- Relevant tertiary qualification in social work, psychology, occupational therapy, mental health nursing or a related health or mental health discipline, with professional registration where applicable.
- Demonstrated experience in mental health, child and family services or community-based practice, including practice leadership, service development or clinical governance.
- Demonstrated experience in peer coaching, group facilitation and translating evidence-based practice into daily operations.
- Strong understanding of child, adolescent and young adult development and its application to mental health, safeguarding, clinical and practice governance, participant engagement and developmentally responsive service delivery.
- Experience preparing or implementing practice procedures, service pathways, workforce resources or quality improvements within agreed governance arrangements.
- Experience supervising or coordinating staff, supporting workforce capability and contributing to change initiatives.

- Strong understanding of trauma-informed, relational, strengths-based and lived and living experience-informed approaches.
- Ability to translate evidence, participant experience and complex practice concepts into practical and sustainable improvements.
- Well-developed communication, facilitation and stakeholder engagement skills, with the ability to work collaboratively across teams and disciplines.

Lived and Living Experience

Satellite recognises lived and living experience as an important source of expertise.

The Practice Development Manager will demonstrate a strong understanding of lived experience values and peer practice principles, and the ability to embed these safely and meaningfully within organisational practice.

Personal lived and living experience of mental health challenges and/or supporting a family member experiencing mental health challenges will be highly valued.

Desirable Skills and Experience

- Experience establishing clinical governance or practice development systems within community or not-for-profit organisations.
- Experience developing brief mental health interventions, early intervention approaches or new service models.
- Experience in implementation, evaluation-informed improvement or clinical partnerships.

Special conditions relevant to this role

Employment is conditional on:

- A satisfactory National Police Check
- A satisfactory International Police Check if you have lived overseas for longer than 12 months in the past 10 years
- A current Working with Children's Check
- Proof of rights to work in Australia as described in legislation
- Certified evidence of relevant professional qualifications (as outlined in the Essential Skills and Experience)
- Disclosure of any misconduct or formal disciplinary action taken by any current or former employer.

Satellite Foundation

Established in 2009, Satellite Foundation is a not-for-profit charity that connects and empowers young people aged 5 to 25 years, who have families with mental health challenges. Satellite aims to foster a strong connection between young people, their families and the wider community. Our programs use a combination of creativity and the sharing of lived experience to combat isolation and promote confidence, self-esteem and good coping strategies. Satellite offers peer support in a range of in-person and online programs, workshops, activities and projects that are centred on connection.

Our commitment to children and young people

At Satellite, our staff are committed to:

- Placing children and young people at the heart of what we do and in the context of their family and their community.
- Always acting in the best interest of young people and living our principles of creativity, connection and wellbeing.
- Amplifying and embedding the voices and lived experience of children, young people and families through our co-creation framework, so they know their voices are heard and valued.

Key behaviours and values

Satellite's values guide the way we work and connect with our participants, team, and community. Through compassion, creativity, community, inclusivity, and collaboration we build strong connections to make a difference.

Compassion – People are at the heart of all we do. We see you. We hear you. We're here for you.
Creativity – Creativity is our language and expression of how we build safe and fun spaces to feel joy and be brave.
Community – We believe that shared experience fosters friendships, builds connections, and sustains a sense of belonging.
Inclusivity – We encourage and empower diverse individuals and communities, listening to and honouring their voices.
Collaboration – We listen and learn from each other, honouring the value of lived and living experience and build it into all that we do.

Diversity, equity and inclusion at Satellite Foundation

Satellite Foundation is an equal opportunity employer that embraces a culture of diversity, equity and inclusion. We encourage applications from Aboriginal and Torres Strait Islander communities, those from diverse age groups, abilities and backgrounds, those from multicultural and multifaith backgrounds, and LGBTQIA+ communities to apply. We are committed to ensuring a safe working environment for all staff and volunteers.

We also encourage individuals with lived and living experience of mental health challenges themselves, or within their families, to apply.

Satellite Foundation has created an inclusive workplace and takes appropriate measures to enable everyone to access employment opportunities and to benefit equally from employment-related opportunities by providing reasonable accommodations.

Therefore, we recognise that there are barriers to employment for people, and we encourage you to get in touch with us to explore alternative application methods or other ways of removing these barriers for the recruitment and selection process.