Position Description
Model Integrity Advisor

Location: National Office – Melbourne
Division: Centre Development
Employment Type: Full time, Maximum term
Level: HS5
Approved By: Greg Young
Date Approved: July 2017

1. HEADSPACE PURPOSE
To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

2. HEADSPACE VALUES
It is a requirement of all headspace positions that work will be undertaken in line with the headspace values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Passionate – We are dedicated to making a difference in the lives of young people and their families
- Responsive – We listen to community needs and deliver on expectations to achieve great results
3. POSITION SUMMARY

The Model Integrity Advisor will be primarily responsible for supporting the implementation of the headspace Model Integrity Framework (hMIF) and the ongoing development of the headspace model across the headspace Centre network.

The hMIF outlines the core components of the headspace centre service model and the minimum requirements that headspace centres must meet to demonstrate adherence to the model and be certified by headspace National Office (hNO), which in turn enables their Lead Agency to use the headspace trademark and operate a certified headspace centre. The hMIF is intended to maintain the core aspects of the headspace model while providing sufficient flexibility for innovation, model development, and local capability and capacity. It ensures centres and lead agencies develop systems and build workforce capability for the provision of high quality services for young people.

Adopting a quality improvement approach, the incumbent will manage a portfolio of headspace Centres and the associated hMIF processes, ensuring successful completion of all tasks associated with the self-assessment, review and reporting phases. Furthermore, the Model Integrity Advisor will provide Centres with actionable items to allow for Centre improvements.

This position will play key role in supporting the ongoing refinement and evaluation of the model, including the development of tools and resources, and will be required to engage with key internal and external stakeholders on the development of services and coordination of activities associated with the hMIF.

4. POSITION CONTEXT

Reporting to the Program Manager, Model Integrity, the Model Integrity Advisor is integral to the national rollout of the hMIF, working collaboratively to ensure key outcomes are achieved, integration of the model, and leveraging relationships that are critical in supporting effective implementation of the model.

The Model Integrity Advisor is a knowledgeable and innovative professional, with a focus on service quality. The incumbent adopts a determined, yet cooperative style and can successfully navigate a number of competing priorities.

5. KEY RESPONSIBILITIES/OUTCOMES

The Model

- Manage assigned centres during the hMIF rollout ensuring all deliverables are completed on time.
- Work with program areas to implement education, training and resources for centres that require improvements or assistance
- Develop strong key stakeholder relationships (internal and external) to inform development of the ongoing work required.
- Develop appropriate work plans for both assessment and post assessment phases and ensure follow up occurs.
- Work with centres to assist them to achieve full certification. This will involve developing work plans, liaising with lead agencies and possibly Primary Health Networks (PHNs)
- Consistent review the hMIF and its contents to allow for flexibility of on-going Model development work
- Inform the development of resources required such as training and instructional material
- Understanding on-going resource requirements as the hMIF is rolled out.
- Ensuring that best practice is shared throughout the centre network
- Promote the hMIF and the headspace model to the centre network

Project Delivery

- Develop appropriate project plans for the area of work you are responsible for and report on delivery schedules to the hMIF lead
- Manage individual deliverables in line with the project plan.
- Monitor centre progress and performance.
- Provide status reports to the project lead.
- Assist with the management of project evaluation and dissemination activities.

Other Responsibilities

- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Undertake interstate travel if required.
- Other duties consistent with the position where required and/or requested by the Program Manager from time to time.

6. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

6.1 Essential

- Sound management skills, with a proven ability to deliver project deliverables on time and within budget to agreed requirements.
- Comprehensive understanding of the project management life cycle and an ability to track and report against milestones.
- Demonstrated ability to support managers and staff to monitor, evaluate and improve services through an effective organisational quality framework and provision of tools, methods and resources relevant to the health sector.
- Demonstrated understanding of performance measurement, benchmarking, and service standards in the health sector.
- Broad understanding of organisational development and the processes required to develop and support newly established organisations and programs.
- Proven stakeholder management skills, including an ability to build relationships and strategic partnerships with key government, non-government and community partners.
- Capacity to problem solve and be able to negotiate successful outcomes in potentially challenging circumstances.
- Advanced computer skills required for MS Office programs including Word, Excel, PowerPoint and Project.
- Well-developed negotiating skills, including effective contract negotiation skills.
- Excellent verbal and written communication skills

6.2 Desirable

- Tertiary level qualification in project management and/or related health discipline.
- A familiarity with national health organisations and their links with State and Territory organisations.
- Knowledge and understanding of youth mental health and its impact at a community level.
- Knowledge and understanding of current health/mental health policy issues in Australia.
7. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation’s policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times