POSITION DESCRIPTION

headspace Operations Lead

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

Reporting to the Centre Manager, the headspace Operations Lead is responsible for leading and supervising a small team to ensure the daily activities of the centre are efficient, effective and are of high quality, whilst also delivering a smooth and seamless front of house operations. The role focusses on driving team performance, improving operational processes and ensuring alignment with operational goals. headspace Echuca's Operations Lead will drive effective centre performance and data compliance, support the establishment and ongoing administrative functioning for GP and private provider services, support collocated and visiting service personnel, and ensure those who collaborate with headspace Echuca are appropriately supported, orientated and inducted to the site and systems.

Position Details	
Position Title:	headspace Operations Lead
Department	headspace
Reports to:	headspace Centre Manager
Positions Reporting to this role:	Community engagement, Client Services, external collocated partners, clinical team (operations only)
FTE:	0.7 FTE - 56 hours per fortnight
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Classification:	HS4

Selection Criteria
Qualifications: Diploma level or above in Business / Health Administration or closely related qualification or experience of leading performance and teams.
Leadership and administrative experience in healthcare, preferably in general practice, private practice or a rural healthcare setting
Proven ability to lead and manage a team to improve performance, foster teamwork and positive engagement
Highly organized and proficient with excellent prioritization and problem-solving skills, and the ability to assess urgency versus importance, calmly managing competing demands
Demonstrated change management skills to drive process enhancements with a systems-minded and detail-oriented approach to quality improvement
Experience with Medicare Benefits Scheme (MBS) establishment, operating, processing and compliance
Excellent written and verbal communication skills to foster shared goals, deliver updates and expectations
Satisfactory evidence of; National police check, Working with Children's and Vaccination

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status in line with policy and procedure at this time.

Key Accountabilities
Oversee the daily operational functioning of the centre, ensuring effective and efficient use of systems, technology, resources and processes
Coach, lead, develop and support the team, directing daily priorities and workloads
Review, refine and implement internal processes to improve clarity, consistency, accountability, and resource efficiency
Establish the operational requirements for new programs and service streams eg MBS
Deliver operational induction and orientation for all new team members to headspace, its systems, processes and policy, including for in-kind collocated partners
Ensure that client records are maintained in accordance with relevant legislation, professional standards and ERH policy and procedure, including the championing of any future upgrades to electronic systems
Prepare and oversee internal operational audits for data accountability and reporting. Present findings and drive continuous improvement initiatives.
Ensure accurate, timely, and compliant documentation across operational, administrative, and reception systems
Support the documentation and administrative processes for the consortium
Foster a positive, inclusive and high-performing team culture
As a team member, backfill and support reception services at times of need
Provide backfill for centre manager during times of absence
Other duties as required by the manager

Organisational Responsibilities
Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values	
All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals

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Accountability	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships	
Internal	**External**
headspace Echuca and collocated team members	Young people, their family and friends
headspace Youth Reference Group members	Local youth, health, community services and education providers
Consortium partner organisations	

Leadership Capabilities

The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.

✓ **PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL**

Category	**Descriptors**	Foundation	Proficient	Advanced	Highly Advanced
Collaboration	Inspires direction & purpose		√		
	Turns challenges into opportunities		√		
	Communicates effectively			√	
	Builds relationships		√		
	Works collaboratively		√		
Accountability	Acts with integrity		√		
	Demonstrates accountability			√	
	Drives accountability		√		
	Manages self		√		
	Promotes innovation		√		
Respect	Accessible communicator		√		
	Values difference		√		
	Consistently articulates direction			√	
	Empowers others		√		
	Respectfully influences		√		
Excellence	Delivers results			√	
	Plans and prioritises			√	

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Excellence	Thinks and solves problems			√	
	Consumer focus			√	
	Innovation change leader		√		

TERMS & CONDITIONS OF EMPLOYMENT:
Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File