

Clinical Governance Manager (Parental Leave Cover)

August 2025

Reporting to:	Senior Manager Clinical Governance
Direct reports:	N/A
Status:	Full-time Fixed term We support flexible working – please talk to us about what you want.
Salary range:	Commensurate with experience + super + NFP salary packaging
Location:	Hybrid Model (office in Sydney)

ReachOut is an inclusive workplace, committed to providing opportunities for people from diverse and often marginalised groups. We encourage applications from people of all ages, backgrounds, and identities. This includes but is not limited to people with living experience of mental health issues and/or recovery, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people who identify as LGBTQIA+ and people with disability.

What ReachOut does

At ReachOut we are guided by a clear, simple ambition – helping young people feel better. This means that everything we do is designed to help young people feel:

- better in the moments when they most need help
- better about who they are and their place in the world.

And be:

- better able to cope with the challenges they're facing today
- better set up and equipped to manage when life doesn't go as planned.

Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what's happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future.

100 per cent online and designed specifically for – and with – young people, ReachOut lets young people connect on their terms at anytime from anywhere. From one-to-one support from experienced peer workers to tips, stories and resources, ReachOut offers a wide range of support options that allow young people to engage in the ways they want to, when they want to.

And, ReachOut Parents and ReachOut Schools provide valuable information, resources and advice to help parents, carers and educators to better understand the young people in their lives and to play an active role in their wellbeing.

Better

starts

with

us

About the role

ReachOut has an exciting role for an experienced mental health professional to join our Clinical Governance team for a 9 month fixed-term contract. This is a great opportunity to use your mental health expertise in a digital context - supporting ReachOut staff to deliver high quality and impactful digital mental health services.

ReachOut provides active, non-clinical, digital mental health services and support. Our services include:

- direct support services such as PeerChat and One-on-One Parent/Carer Coaching
- self-help resources delivered through our website, social media and partner platforms
- resources for educators.

Reporting to the Senior Manager Clinical Governance, you will contribute to the organisation's duty of care and clinical governance frameworks; provide training and support to staff; provide expert advice on emerging service developments, projects and content; and contribute to the management of duty of care concerns.

You will work closely with our Support Services Team, including Peer Workers who connect one-on-one with young people via text-based chat and Coaches who provide support to parents of teens.

You will also play a key role in supporting continuous improvement of ReachOut's clinical governance processes and ongoing compliance with national standards.

Key tasks

Clinical Governance

- Provide mental health expertise to inform new product and content development
- Provide expert clinical review of existing products, content, fundraising and marketing campaigns, as required
- Contribute to the implementation and continuous improvement of ReachOut's clinical governance framework and processes

Duty of Care

- Provide a support role to crisis response and clinical incidents (including infrequent on call support where required)
- Contribute to the implementation and continuous improvement of ReachOut's duty of care framework
- Provide leadership to ReachOut's Support Group (Duty of Care staff working group) using your expertise in managing issues and risks to help respond to crisis, and provide support and training to the group

Training

- Provide mental health training, with a particular emphasis on duty of care to staff who work directly with young people, as well as the wider organisation
- Contribute to the design and development of mental health training
- Provide supervision and support, including ad hoc debriefing to staff as required

Main relationships

With	Purpose
Senior Manager Clinical Governance	Provides ongoing leadership, management and support.
Senior Manager Support Services	Ensures the Support Services align with strategic goals and manages interconnected ways of working across the Service Team.
Service Team	Collaborate as a positive and contributing team member to ensure a cohesive service offering for users

Selection criteria

To be successful in the role, you need:

- A tertiary qualification in a relevant mental health discipline (e.g. psychology, social work, counselling).
- At least 5 years' experience working in a mental health setting, and with registration or eligibility for membership of the relevant professional association in your field.
- Skills and experience in mental health risk management and developing protocols, procedures and duty of care frameworks
- Demonstrated experience in strengths-based and trauma-informed approaches.
- An understanding of prevention and early intervention principles, in the context of mental health in young people.
- Experience providing practice supervision in individual and group settings.
- Strong interpersonal and communication skills and the ability to maintain productive working relationships.
- Experience using digital systems and software.
- Working with Children's Checks for your current state.
- A commitment to ReachOut's [values and behaviours](#).

We also think it would be useful to have:

- Experience in online service delivery or digital product development.
- Experience in developing and delivering mental health training in a workplace context.
- Knowledge of lived experience and peer work approaches.