

Head of Service Delivery

Reporting to:	Director of Service Design and Delivery	
Direct Reports:	Senior Manager – Digital Content, Online Community Manager – Support Services, Youth Involvement Coordinator	
Employment:	Permanent	Full Time We support flexible working. Please talk to us about what would work for you.
Salary range:	Commensurate with experience	
Location:	Sydney	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health service more than 20 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, over 216,000 people in Australia access ReachOut every month. That's more than 2.6 million each year.

About the role

Reporting to the Director of Service Design and Delivery, the Head of Service Delivery is an analytical problem solver who excels at planning and organising, is adaptable to change and able to use strong leadership and management skills to provide direction to a team of 10–12. An energetic coach and mentor, the Head of Service Delivery is responsible for leading a multi-disciplinary team in all operational aspects of service delivery so that ReachOut continues to deliver safe and impactful programs for young people, parents and educators.

The Head of Service Delivery provides inspiring leadership to motivate and empower the Service Delivery team to work together, and across the organisation, to maintain quality services and products. The team manages the production of all wellbeing and mental health content, ReachOut's peer support communities, and a teleweb coaching service that's delivered with The Benevolent Society.

The position holds accountability for the organisation's duty of care framework and risk prevention systems. This requires providing leadership to Support Group, the staff group responsible for implementing the duty of care framework, and engaging ReachOut's Clinical Advisory Group, a group of external members that provide advice on best practice and service improvements. The Head of Service Delivery also oversees the timely delivery of contracts and reporting to major funders, including budget management, and supports the organisation in developing funding proposals.

The main responsibilities are to:

- Oversee the delivery of safe and impactful programs for young people, parents and educators
- Ensure the organisation's duty of care framework and supporting risk systems for service delivery are well implemented and remain fit for purpose
- Establish and manage relationships with sector partners that support program delivery and integration of ReachOut's services
- Represent ReachOut externally on committees and as a spokesperson in media, conferences and other settings, as required
- Provide leadership to the Service Delivery team, and mentorship and line management to the Senior Manager – Digital Content, Online Community Manager – Support Services

The main activities are to:

- Support the continuous development and design of ReachOut's programs and services by ensuring a best practice approach to mental health is reflected in all services and products
- Ensure team budgets and contractual reporting requirements are effectively managed
- Champion digital mental health services and support ReachOut in raising its profile within the sector and across government
- Collaborate with the Research team to translate ReachOut's program logics into activities that can be measured and assessed
- Oversee ReachOut's Clinical Advisory Group to seek external expertise on best practice and service improvements
- Contribute to the development of funding proposals that secure income for strategically aligned projects

Required personal and professional competencies are:

- Adapting to change – having a flexible approach and willingness to evolve in changing environments
- Organised with strong attention to detail – able to plan effectively and promptly
- Providing direction – making quick, decisive decisions and showing strong leadership and management skills
- Planning and organising – being an effective and prompt planner
- Ensuring accountability – being disciplined, responsible and user-centred, and maintaining a consistent work ethic
- Gathering and analysing information – able to be thorough and analytical when gathering and verifying information to solve problems effectively
- Coaching and developing others – empowering and encouraging others to learn by motivating and mentoring them

You will work closely with:

With	Purpose
1. Director of Service Design and Delivery	The Director of Service Design and Delivery provides ongoing leadership, management and support
2. Service Delivery Team	Provide ongoing leadership, management and support
3. Digital Team	Partner with the digital team to bring together the design and delivery of ReachOut's services and programs
4. Research	Understand the needs and objectives of the ReachOut services for young people and parents
5. Marketing, Operations, and Government Relations teams	Work with other teams to deliver overall projects

To be successful in the role, you need:

- A relevant qualification in a mental health related field (e.g. psychology, social work, mental health nursing)
- 5+ years' experience in mental health leadership and/or program leadership roles
- Demonstrated understanding of how to deliver a mental health service within a public mental health framework
- Experience translating design and research insights into new service approaches and models
- To be highly organised with a high attention to detail and experience assessing and managing risk
- Strong leadership and management skills and the ability to motivate and coach team members of diverse qualifications and backgrounds
- Experience designing and maintaining duty of care frameworks that ensure the safety of staff who deliver services and those who engage with health products or services
- Demonstrated ability to developing compelling proposals that secure funding
- A passion for online service delivery and an understanding of its challenges and opportunities
- Excellent written, visual and verbal communication and presentation skills
- Able to live ReachOut's values and behaviours including working in partnership with young people and parents

We also think it would be useful to have:

- Clinical qualifications and registration with a relevant body (e.g. registered psychologist)
- Relevant experience in a not-for-profit or government organisation