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| Position title | **Government and PHN Liaison Manager** | | | | |
| Position reports to | Suicide Prevention and Early Intervention Sustainability Lead | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Supports & Services Suicide Prevention and Early Intervention | | | | |
| Location | Onsite at the Hub, in Melbourne CBD, or Hybrid | | | | |
| Employment type | Fixed Term | | | | |
| Direct reports | Nil | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | |
| About the role | | | | | |
| Role description | The Services and Support Group at Beyond Blue delivers effective early intervention, treatment and recovery-focused mental health and suicide prevention supports and services, so people can receive help early and recover quickly to ensure their best possible mental health.  A key program of the Services and Supports Group is The Way Back Support Service (The Way Back). The Way Back provides non-clinical, personalised, assertive aftercare and psychosocial support in the community for people for up to three months following their discharge from hospital after a suicide attempt or suicidal crisis.  Beyond Blue is funded by the Commonwealth Government to support and oversee the ongoing operations of The Way Back in Primary Health Network (PHN) regions across Australia. From 1 July 2022 there will be 38 The Way Back sites nationally and Beyond Blue will support the transition of these sites to new arrangements for universal aftercare under the National Mental Health and Suicide Prevention Agreement.  The Government and PHN Liaison Manager is responsible for working closely and cooperatively with Commonwealth and State and Territory Governments and Primary Health Networks (PHNs) and ensures effective relationships and appropriate communication between these parties. The Government and PHN Liaison Manager will ensure that Beyond Blue is partnering strategically with Governments and PHNs, to ensure Beyond Blue can safely transition The Way Back Support Service into universal aftercare and that the community can continue to access safe, and evidence-informed aftercare services post transition. | | | | |
| Key accountabilities | Area of accountability   * Assist in the development and delivery of Beyond Blue’s plan for the safe and effective transition of The Way Back Support Service to other governing or jurisdictional entities. * Facilitate and encourage Beyond Blue’ responsiveness to transitional arrangements of the Commonwealth and State and Territory Governments and PHNs and anticipate and advise Beyond Blue on potential policy views or actions taken governments that could impact transition plans. * Support the Commonwealth and State and Territory Governments and PHNs in the design and roll out of universal aftercare as an advisor and knowledge leader in aftercare * Provide strategic advice on government and PHN relations to the Executive Team, Chief Strategy Officer and Head of Suicide Prevention and Early Intervention, including opportunities to strengthen and pursue new relationships. * Assist Beyond Blue on engagement with Commonwealth and State and Territory Governments and PHNs and vice versa. * Respond to queries from all stakeholders, including members of the Commonwealth and State and Territory Governments departments and PHNs and provide helpful and timely information. * Identify opportunities to enhance government and PHN relationships and communicate these across the Strategy, Reform and Policy Group, the Services and Support’s Group and the Suicide Prevention and Early Intervention Unit. * Identify any potential risks to the transition plan for The Way Back and work with key stakeholders to mitigate these risks. * Lead the development and coordination of briefing documents, presentations, meetings and correspondence, to support government and PHN relations activities. * Contribute to other Beyond Blue member meetings (with the Commonwealth and every State and Territory Government) on behalf of the Suicide Prevention and Early Intervention Unit to strengthen Beyond Blue’s partnerships with members and to achieve mutually beneficial outcomes. * Ensure all key messages align with Beyond Blue’s broader style and tone of voice * Liaise with Business Intelligence team to ensure robust and accurate statistical use in government reports, proposals and other documentation.   **Team Leadership**   * Report on the progress of activities to the Suicide Prevention and Early Intervention Sustainability Lead * Maintain strong working relationships with Policy and Advocacy Lead, Strategic Communications Lead, Media Lead, Government and PHN Relations Lead and Senior Adviser Office of the Chair, to ensure strong external stakeholder relationships and the leveraging of opportunities   **Organisational Leadership**   * Provide strategic and operational Government and PHN relations support and guidance to the Suicide Prevention and Early Intervention Unit and the Services and Support and Strategy, Reform and Policy Group Groups. * Identify and establish productive working relationships with relevant internal and external stakeholders. * Build strong working relationships with those teams managing tied funding, government relationships, and corporate and community partnerships and stakeholders, to ensure consistency in approaches and sharing of knowledge across the organisation | | | | |
| Key stakeholders | Key stakeholders  This position reports to the Suicide Prevention and Early Intervention Sustainability Lead. The position is within the Services and Supports Group, comprising of project managers, project officers, project coordinators, social media, forum moderators and administration support.  The successful candidate must work cross-functionally with other Beyond Blue teams and external stakeholders.  The Head of Suicide Prevention and Early Intervention has overall accountability.  Internal   * Services & Supports Group * The Way Back Support Service team * Strategy, Policy and Reform Group * Government and PHN Relations Lead   External   * Commonwealth Governments * State and Territory Governments * Primary Health Networks | | | | |
| What we are looking for | | | | | |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)  **Communication**   * Communicates and presents confidently and regularly with employees, community members and other stakeholders to gain their commitment; translates specialist knowledge into common language * Uses storytelling to inform others, motivate action and influences stakeholders by connecting rationally and emotionally * Negotiates from an informed and credible position and presents persuasive counter arguments; Isn’t afraid to have the tough conversations * Creates opportunities for others to be heard and bring their point of view, encouraging robust, respectful debate * Clearly articulates the Beyond Blue vision and upholds the brand and establishes own credibility, integrity and personal brand in interactions   **Community centricity**   * Uses human centred or relevant design experience approaches to create and or support meaningful service improvements or service excellence * Competently advocates for mental health and suicide prevention services and information, empathically putting community at the heart of all we do * Emphasises importance of community and stakeholder relationships over products and solutions with commitment to strengthen and maintain trust and demonstrates integrity * Is aware of unintentional biases or power dynamics and takes steps to reduce bias in interactions and call out undesirable behaviours * Factors in an external perspective to drive internal process design   **Innovative mindset**   * Proactively seeks out alternative ways to improve the quality, cost effectiveness and overall value add and service excellence for Beyond Blue’s services * Builds a work environment that encourages calculated risks, experimentation, and iteration, working collaboratively to explore new approaches and provide input to problems. * Brings together diverse groups of people to bridge siloes, broaden thinking and start a dialogue * Translates creative ideas into business improvements or practical solutions, facilitating implementation and change * Bounces back quickly from adversity or failed ideas and takes steps to learn from mistakes to make future improvements   **Digital discovery**   * Establishes digital protocols and works effectively within a hybrid team * Actively embeds digital strategies and promotes the use of technology and digital tools in day-to-day activities to better manage services and processes * Applies appropriate consideration of data governance, legal security and privacy issues, and creates new opportunities for data information sharing * Demonstrates a strong understanding of the importance of cyber security * Ensure fit for purpose cross-functional processes drive technical solutions   **Partnering**   * Oversees program delivery and ensures partnering activities are informed by Beyond Blue’s vision, values and strategies to achieve high quality outcomes Keeps partners and stakeholders accountable for delivering on contractual requirements through reporting insights and regular forums to communicate * Identifies opportunities and actively looks for synergies across initiatives for cross-functional collaboration and partnership development * Works with partners to contribute to the mental health and suicide prevention knowledge base; manages and deepens the relationship to become a trusted partner and knows how and when to escalate issues * Has strong financial literacy with ability to manage budgets and apply commercial processes to make appropriate judgements * Understands how to successfully navigate the complexity of the organisation and broader sector’s ecosystem and operating environment   **Agility**   * Applies principles of agile mindsets and tools to projects, tasks and collaborations; coaches others to implement agile mindsets, practices and risk management processes * Creates a clear road map for change to improve community outcomes; anticipates barriers and endures uncertainty without becoming negative * Applies enterprise mindset to work prioritisation and resource allocation; sets realistic timeframes and manages competing projects or changes. Prioritises and aligns projects to business strategy, managing budget, team capacity and resources * Is nimble and innovative in contract management by identify new strategies and tactics for continuous improvement and services excellence * Conducts retrospectives to evaluate change for continuous team improvement   **Critical thinking**   * Contributes to setting team strategy and converts strategy into an actionable plan. Translates the Beyond Blue vision and strategy to team objectives, activities, and individual goals * Solves problems with an enterprise approach, working across the business to break down work and identify the resources required for the right capability and capacity * Identifies inconsistencies, biases and errors in reasoning when leveraging data-driven insights to make decision * Proactively identifies risks and mitigation paths when developing or contributing to strategy, planning or problem solving * Applies systemic thinking to understand the root cause of a problem before developing new insights and approaches with stakeholders   **Leading**   * Is bold and courageous in setting team direction, providing clear expectations on target and stretch goals. Adopts a growth mindset when working with others * Embraces diversity and demonstrates inclusive leadership; works to recruit, develop, engage and retain talent and creates a culturally safe atmosphere * Takes responsibility for assigning workloads, monitoring resources and workflows, ensuring team goals are delivered within deadlines * Adapts coaching style to suit the situation, empowers others and is approachable in providing and receiving timely constructive feedback * Holds regular performance conversations and creates two-way feedback channels to drive improvement; recognises and deals with underperformance effectively | | | | |
| Selection criteria | Education/qualifications   * Relevant tertiary qualifications (e.g. public health, public or social policy, political or social sciences, with post-graduate qualifications highly desirable).   Knowledge/skills/experience  Essential   * Relationship Management — Knowledge of principles and processes for effectively building and managing external relationships, and a proven track record of achieving results. * Stakeholder Management – Experience in managing complex internal and external stakeholder relationships, with the ability to influence outcomes to achieve mutually beneficial objectives. * Government and PHN knowledge and experience – Extensive experience working within, or influencing Government and PHNs * Mental health, suicide prevention and primary care knowledge and expertise – knowledge and experience working within mental health, suicide prevention and/or primary care sectors * Strategy experience – outstanding strategic and critical thinking, sound judgement, and the ability to recognise opportunities and risks. * Communication skills – demonstrated high-level writing skills that can be applied to the development of a range of documents, including proposals, plans and reports, and demonstrated public speaking and presentation experience to diverse audiences, including senior leaders * Project Management – Knowledge and skills in planning, budgeting, resourcing, activity monitoring, reporting, and overall project delivery against defined objectives and outcomes. | | | | |
| Additional information | | | | | |
| Fairness and equality | Health, safety and wellbeing  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.  Equal opportunity  Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  Cultural competency  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.  Employment is subject to:   * a current Police Record Check * proof of the right to work in Australia. | | | | |