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| Position title | **Early Intervention Product Lead** | | | | |
| Position reports to | Head of Suicide Prevention and Early Intervention | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Suicide Prevention & Early Intervention/Supports & Services | | | | |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid | | | | |
| Employment type | Fixed Term | | | | |
| Direct reports | 2 | | | | |
| 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.  The NewAccess team is working towards the vision of a fully funded national scale up of NewAccess available to all Australians. This aligns with the Beyond 2020 objectives of extending opportunities for low intensity support and influencing changes through policy, advocacy, and research. Beyond Blue’s NewAccess programs are tailored low intensity programs delivered in various communities providing easily accessible, free, and quality services for people with mild to moderate depression and/or anxiety.  The Early Intervention Product Lead will successfully manage and lead high-value early intervention projects and programs as well as leading the development of the Product strategy for NewAccess. This will include the design for a national roll out of New Access and new opportunities for New Access plus other early intervention services and products as they arise. The role will provide oversight of the NewAccess product lifecycle including the research and innovation phase, lead the identification of community needs and articulate success for NewAccess products and projects within the Product strategy.  The role is responsible for managing issues, risks, and project change to ensure successful and on-time project delivery. This position will work closely with various staff across the business - including the Centres of Excellence team - to manage the delivery of objectives outlined in program and funding parameters. The role will also be responsible for managing daily activities relating to the national roll out of the NewAccess program, the New Access for Small Business Owners’ program and other New Access and early intervention projects and programs. The role will be tasked with quality assurance of deliverables within specified time and cost constraints. | | | | |
| Key accountabilities | Area of accountability   * Lead high-value project and programs that support early intervention strategies including NewAccess and organisations’ annual planning cycles. * Manage and lead the development of the product strategy for NewAccess. * Manage the product lifecycle for New Access including product design with continued focus on value maximisation and customer centricity. * Encourage solutions-based approach within the NewAccess team to enable achievement of shared targets. * Support team member’s engagement with relevant internal working groups and external agencies relating to NewAccess. * Enable opportunities to integrate and collaborate across broader Beyond Blue teams and utilising team resources effectively supporting development and priorities. * Ensure target audiences, consumers and other stakeholders are engaged to gain community support for the programme and to solicit input to improve the program. * Represent Beyond Blue publicly on committees and important high-level groups in relation to early intervention and NewAccess programs. * Full utilisation of relevant data and insights to inform Beyond Blue on enhancements and improvements to improve the program. * Collaborate with the Suicide Prevention & Early Intervention Sustainability Lead and other relevant internal stakeholders, to synthesise external stakeholder inputs and insights, and internally develop programme enhancements. * Report to Head of Suicide Prevention & Early Intervention on the progress of individual work streams and the overall project. * Ensure that all work is socially inclusive and respectful of diversity. | | | | |
| Key stakeholders | Key stakeholders  This position reports to the Head of Suicide Prevention and Early Intervention. The position is within the Services and Supports Group, comprising of product and 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.  **Internal**   * Team members * Marketing and Communications * Community Engagement * Research & Evaluation * Policy * Finance/Corporate Services * I.T. * Beyond BlueBoard members, CEO and all staff   **External**   * Project partners and stakeholders * State/Territory Governments * Primary Health Networks and related service providers * Contracted Service Providers and associated consortium members * Governance/Advisory Committee Members * Beyond Blue supporters | | | | |
| 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   * Tertiary qualification business / management degree * Project management experience and/or formal education or certification in PRINCE2 or PMBOK related methodologies.   Knowledge/skills/experience  Essential   * Work experience - Minimum 10 years demonstrating a proven track record of successful achievement in leading & managing large, complex high value projects on time & budget * Project management development – Knowledge and skills in planning, resource identification and coordination, task and activity monitoring, risk and issues management, budget management, reporting and overall delivery against defined objectives, methods and outcomes * Product management – Knowledge and skills in managing all aspects of the product lifecycle * People management – Highly motivated with exceptional leadership skills and a proven ability to effectively manage and build teams, including motivation, managing performance and developing a positive culture * Document preparation – Demonstrated ability to prepare complex written documents of a high standard including briefing notes, correspondence and reports with an elevated level of attention to detail, and the ability to conceptually analyse and synthesise information * Stakeholder management — Exceptional communication and stakeholder management skills including ability to proactively resolve conflict or issues. Internal and external stakeholder need assessments, and stakeholder engagement planning skills * Contract management – Demonstrated experience in managing the coordination of contracts, projects and/or partnerships with external parties * Risk management – Ability to identify and manage risks, ability to determine an appropriate course of action with limited guidance when required * Communication – Proven ability to be able to effectively interact across all levels of an organisation   Desirable   * Experience leading high-value health projects and services * Experience working in the health sector including primary mental health services or health product or project delivery | | | | |
| 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. | | | | |