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| Position  | **NewAccess Senior Account Adviser** |
| Reports to | **Early Intervention Operations Manager** |
| Work Level | **4** |
| Team | **Early Intervention**  |
| Group | **Services and Supports.** |
| Location | **Onsite at the Hub in Melbourne CBD or Hybrid** |
| Direct reports | **NA** |
| 1. Purpose of the position and link to strategy
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| Aligns with and responsible for the delivery of Beyond Blue’s Supporting strategic goal so that more people access support earlier.Working under the direction of the Early Intervention Operations Manager, the NewAccess Senior Account Adviser is responsible for providing subject matter expertise about NewAccess products and services to new and emerging Account Advisors and other Beyond Blue staff. They will support the Business Development Manager to negotiate and establish new products or services.The NewAccess Senior Account Adviser is responsible for coordinating daily, weekly and monthly tasks for the smooth operational rhythm of all NewAccess products and services.The NewAccess Senior Account Adviser will also provide operational support to NewAccess sites or communities by providing:* Effective engagement and support for stakeholders who have adopted Beyond Blue’s early intervention products, including:
	+ Supporting the nominated service delivery provider and coach workforce and ensuring their strong performance.
	+ Support to the appointed workforce training and supervision provider.
	+ Facilitate program steering and reporting.
* Overall program management including:
	+ NewAccess license management and advice
	+ Model of care fidelity oversight and guidance
	+ Quality assurance, incident, and complaint management and guidance on continuous improvement
	+ Localised marketing strategies and collateral
	+ Stakeholder engagement and implementation of activities to build service knowledge and drive people to NewAccess.
	+ Reporting and data insights to monitor performance, improve service reach and client outcomes.
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| 1. Key accountabilities of position
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| Operational Support * Support the Business Development Manager to negotiate and establish new products or services and support the Operational Manager to integrate and manage the new products and services.
* Provide subject matter expertise about NewAccess to new Account Advisors, other Beyond Blue staff service delivery partners and other key stakeholders.
* Coordinate regular tasks for the smooth operational rhythm of NewAccess products and services using Agile ways of working, processes, and tools.
* Participate in project squads to lead or assist to implement continuous improvement initiatives prioritised by the operations team, product manager or other delivery portfolios.

Site Performance * Provide operational guidance and oversight to allocated NewAccess sites and monitor the performance of commissioners and service delivery providers ensuring NewAccess model of care is maintained.
* Coordinate, provide secretariat support and/or lead governance and operational meetings for nominated NewAccess programs or sites with relevant commissioners and service delivery providers to monitor provider performance and model fidelity.
* Monitor the effectiveness of referrals pathways to service providers and ensure localised pathway information and criteria is applied to delegated NewAccess products and services.
* Support collaborative relationships between Low Intensity CBT training and supervision partners with nominated service providers.
* Provide progress/status reports to the Operations Manager including preparing and communicating feedback to partners and stakeholders (internally and externally).
* Support NewAccess commissioners and service providers to comply with Beyond Blue's policy, procedures and processes related to clinical governance, risk, and incident management.
* Support NewAccess commissioners and service providers to align with Beyond Blue’s data governance, integration, validation and quality management policy, procedures, and processes.
* Support data ingestion from service providers and the development of program insights and updates via regular reporting schedules.
* Assist to coordinate and provide logistical support at network opportunities and forums for commissioners, service delivery providers and coaches.
* Contribute qualitative and quantitative data to inform NewAccess planning and reporting schedules and the broader Beyond Blue reporting cycle.

Service Performance Report the effectiveness of referral strategies and tactics that build awareness and educate communities to drive enquiries and referrals to NewAccess by monitoring:* Localised marketing strategies for delegated NewAccess sites.
* Localised community engagement activities for delegated NewAccess Sites.
* The application and adherence of localised pathway information and eligibility criteria for delegated NewAccess sites.
* The effectiveness of referral pathways to delegated NewAccess sites via Beyond Blue’s Community Support products and services, and website.
* Other site data, service delivery information and operational insights regarding the model of care, service performance, and client outcomes and experience.

Community connection* Share relevant information and subject matter expertise about NewAccess relating to Beyond Blue's strategic direction, advocacy and policy plans.
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| 1. Key outcomes, or desired impact of role, linked to strategy
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| Area of impact* Champion *Strategy 2023+ Earlier, Easier, Together* and with the CEO, Executive, and other staff to support the evolution of Beyond Blue’s culture, capabilities, and ways of working to achieve its strategic goals – identifying priorities, ensuring alignment and accountability, focusing on effective implementation and outcomes, and simplifying complexity to enable action.
* Deliver and evolve accessible, personalised, safe and connected earlier intervention and recovery focused mental health supports, services and programs to make it easier for people to feel better earlier, get well and stay well.
* Innovate through new models of support and workforces.
* Foster positive and collaborative relationships with service funders, delivery partners, commissioning bodies, other mental health sector organisations, and service users to promote integration and improve mental health system outcomes.
* Role model community centricity – putting community at the heart of leadership, strategy, relationships, operations, business development, and innovation.

KPI’s/Goals are set in the performance review cycles – January to June / July to December as part of our [Thrive Framework](http://bbconnect.beyondblue.org.au/Pages/Performance-Review.aspx).  |
| 1. Core Capabilities
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| Of the eight capabilities listed in our capability framework, critical for role success.* Communication
* Community Centricity
* Partnering
* Agility
* Leading
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| 1. Specific Job Competencies
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| Education/qualifications* Tertiary qualifications in a relevant discipline e.g. in health, mental health or services related field.

Experience* Minimum of three years’ experience working in a service delivery/program management role within the health sector.
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| 1. Values leadership and our culture at Beyond Blue
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| Beyond Blue ValuesWe all play a part and take responsibility for our impact on the culture at Beyond Blue, in line with our [Values](http://bbconnect.beyondblue.org.au/Pages/beyondblue-Values.aspx).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. |