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| Position title | **Project Support Officer – Sustainability Unit** | | | | |
| Position reports to | SP&EI Governance and Compliance Manager | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Suicide Prevention and Early Intervention/ Services & Supports | | | | |
| 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.  The Project Support Officer will play a critical administration, clerical and logistics role supporting the Suicide Prevention and Early Intervention Unit to deliver projects and strategies related to but not limited to The Way Back Support Service, Beyond Now and the New Access Program.  This role will provide a range of administrative, clerical and other duties to assist in delivering Suicide Prevention and Early Intervention products and services and may be tasked to provide similar support to initiatives within the broader Services and Supports Group.  Duties include stakeholder relationship management, meeting coordination and administration, program and project monitoring, contract management, input on research, analysis, planning, reporting, including data entry to internal CRM and project management systems and tools where required. | | | | |
| Key accountabilities | Area of accountability   * Provide high level administrative, clerical, and logistical support to the Suicide Prevention and Early Intervention products and services and initiatives within the broader Services and Supports Group including:   + Schedule and organise various meetings including preparing agendas, minutes, and report distribution.   + Develop and collate information for any reporting requirements, project summaries and update status reports and project plans.   + Undertake reconciliation and resolution of issues in consultation with relevant internal stakeholders.   + Identify, document, and ensure processes are in place to capture high-quality data and report any findings concerning incomplete processes to ensure and maintain integrity for current projects.   + Prepare and collate reports for data analysis, reporting and enquiries.   + Support the development monthly report summaries.   + Collate information required for State and Commonwealth reporting   + Assist in the maintenance or updating required with associated systems/platforms that are part of the agreed project management strategy including ownership of The Way Back Portal.   + Assist in the organisation and administrative requirements of the training modules on The Way Back Portal.   + Assist in the Beyond Blue procurement process for new products and services.   + Assist to collect and enter data from various sources into the organisation’s systems and processes including our risk management program - BRISK   + Escalate decisions or issues and undertake joint problem solving.   + Assist to prepare presentations as required and in line with the Beyond Blue style guide   + Assist with finance administration requirements such as raising purchase orders * Undertake other tasks as requested by the Manager * Support the broader work of the Suicide Prevention & Early Intervention Team | | | | |
| Key stakeholders | Key stakeholders  This position reports to the Governance & Compliance Manager. 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**   * 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**   * Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values * Begins with the end in mind; analyses the audience and selects content that is fit for purpose * Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content * Engages in active listening and has an awareness of own and others communication styles and adapts accordingly * Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style   **Community centricity**   * Values community engagement and demonstrates sound knowledge of community centric principles * Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport * Has foundation knowledge of mental health and suicide prevention topics including the risks and protective factors, and the importance of self-care * Uses inclusive language and practices when working with or talking about different communities * Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work   **Innovative mindset**   * Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes * Asks relevant and thoughtful questions as part of day-to-day work * Generates and shares suggestions for improvement on routine work activities * Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level * Reflects on how new ideas or emerging trends could be embedded into work   **Digital discovery**   * Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness * Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads * Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies * Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work * Uses technology creatively and critically to meet community expectations and business needs   **Partnering**   * Actively engages to build rapport with stakeholders * Works proactively and collaboratively within own team, and with other teams to achieve shared goals * Anticipates and ensures accountable, respectful and responsive partnership management * Understands the current operating environment and external market and how this impacts on own area of work * Has functional level of financial acumen and shows awareness of the commercial context within own team/business area   **Agility**   * Remains open and enthusiastic positive to change, sees the learning opportunities * Provides early and frequent value while accepting ambiguity and adapting to changing priorities * Explores alternative approaches, methods, or ideas to test ways of working. * Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks * Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives   **Critical thinking**   * Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking * Understands Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results * Considers the implications, risks and impacts of own approaches and decisions * Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices * Documents process as a diagnostic for visibility and clarity   **Leading**   * Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback * Lives the values on a daily basis; demonstrates optimism * Understands individual strengths and seeks opportunities to continuously grow and improve * Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language * Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures | | | | |
| Selection criteria | Education/qualifications   * A tertiary qualification, diploma/ certificate or related bachelors degree   Knowledge/skills/experience  Essential   * Knowledge of project management - general understanding of underlying principles and practices * Knowledge of data management - the underlying principles, basic analysis and practices of data management * Stakeholder and contract management skills – ability to work collaboratively and respectfully to determine and achieve shared objectives * Problem solving skills - manages challenges within existing organisational or professional parameters * Excellent written and verbal skills - must possess sound interpersonal and verbal communication skills along with proven capabilities in the creation of clear and concise written communications * Proficient in computer and technical skills including accuracy and attention to detail * Adheres to policies and procedures - always demonstrates behaviours consistent with policies and procedures; does not take shortcuts or create new pathways without authorization * Flexible, can do attitude with ability to work independently and as part of a team including the ability to multi-task   Desirable   * Proven project management skills * 2+ years’ experience working in a administrative and or project management/coordination environment. * Experience in health, mental health or suicide prevention will be highly regarded | | | | |
| 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.  Pre-existing injury  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for employees.  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. | | | | |