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| **Position title** | | | | **NewAccess for Small Business Owners Product Manager** | | |
| **Team/Group** | | | | Early Intervention and Suicide Prevention / Services and Supports | | |
| **Work level** | | | | 3 | | |
| **Position reporting to** | | | | Early Intervention Product Lead | | |
| **Employment Type** | | | | Fixed-term contract | | |
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| **Vision, mission and values** |  | | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   Beyond Blue’s values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | | |
| **Position purpose** |  | The Services and Support team 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. NewAccess is an early intervention program designed to provide easily accessible, free and quality services for people with mild to moderate depression and/or anxiety.  The NewAccess for Small Business Owners Product Manager will be responsible for supporting the NASBO product strategy and leading the delivery of the program that supports 2.5 million small business owners in Australia. The Product Manager will be responsible for managing the NASBO product lifecycle and implementing a continuous improvement approach. This role will lead a multidisciplinary Agile team to ensure the successful delivery of the NASBO program and ensure achievement of program objectives. | | | | |
| **Role dimensions** |  | **Direct Reports** | | | | *1* |
| **Overall team** | | | | *Early Intervention and Suicide Prevention* |
| **Financial Delegation** | | | | *As per the delegation of authority policy* |
| **Key accountabilities** |  | **Support the strategic objectives of the NASBO program**   * Provide strategic, operational and technical advice to the Early Intervention Product Lead and the Head of Suicide Prevention and Early Intervention for all matters related to NewAccess for Small Business. * Contribute to the development of strategic planning and business planning * Provide high quality written documentation on NewAccess for Small Business - briefings, marketing materials, tender submissions, proposals, etc   **Managing the NASBO product lifecycle**   * Leverage data and insights to inform continuous improvement and identify opportunities for innovation * Ensure our work involves, wherever possible, the voice of the community * Work in a team of Product Managers and be responsible for leading community engagements and research, articulating problems and opportunities identified through research, product design and agile development, community co-design, implementation, maintenance and optimisation.   **Managing relationships with key stakeholders**   * Develop and maintain strong relationships with key internal and external stakeholders * Oversee the management of relevant service providers, including ongoing contract and quality management * Represent Beyond Blue on key internal and external committees, including the NewAccess for Small Business Steering Committee and Advisory Group   **Program management and team leadership**   * Lead, support, supervise and mentor team members, including project managing a cross-functional team * Employ Agile methods to manage the program and prioritise activities * Oversee the day-to-day activities of the project, including budgeting, planning and staff development * Ensure our work is socially inclusive and respectful of diversity. * Work closely with the Workplace and Home team as Beyond Blue’s small business subject matter experts | | | | |
| **Key behaviours** |  | * We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We build relationships externally and partner with key external stakeholders for the benefit of the community * We adapt, flex and take an agile approach to plans to meet community need | | | | |
| **Qualifications and key selection criteria** |  | **Education/Qualifications**  Essential**:**   * The ideal candidate will have an appropriate Degree in Health, Commerce, Design, Business or related field   Desirable**:**   * Qualifications in Agile methodologies   **Knowledge/Skills/Experience**  Essential:   * Sound knowledge of mental health, including an understanding of low-intensity services. * One (1) plus years of experience in product design and development including but not limited to scoping, co-designing and delivering health services products * Strong project management skills, with demonstrated experience managing large, complex projects and budgets. Strong commercial acumen, with demonstrated experience in service provider and contract management. * Ability to enable technical knowledge and expertise to be maintained and continually improved to ensure ongoing product support and development in a fast-changing environment * Experience managing external and internal relationships and competing priorities * Ability to achieve multiple project objectives, relying on internal and external consultants given limited resources, meeting tight deadlines and resolving the complex problems. | | | | |
| **Core Capabilities** |  | *Community voice​* | | | Capture community insights, ensure community insights inform our work, test we are having ​ | |
| *Community awareness & system change​* | | | Shift to a community centric way of operating, with the community and the need for system change informing how we work​ | |
| *Digital Capability Big Blue Door delivery​* | | | Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data. ​ | |
| *Agile Leadership​* | | | Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture. ​ | |
| *Sustainable & diverse funding sources and supporting social impact​* | | | Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.​ | |
| *Best governance and demonstrating impact* | | | Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters. | |
| *Partner strategically for maximum impact​* | | | Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful. | |
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