Position Description

Position title: Be You Service Lead
Team/Group: Education & Families
Work level: 4
Position reporting to: Head of Be You Delivery
Employment Type: 1.0 FTE (fixed-term until 30 June 2021)

Vision, mission and values
Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.

Beyond Blues values are Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.

Position purpose
The Be You Service Lead is a new role within the Be You Delivery Team – the team responsible for the delivery of Beyond Blue’s Mental Health in Education initiative, Be You. The role will lead the Service team, which is responsible for Beyond Blue’s relationship with Be You’s delivery partners, Early Childhood Australia (ECA) and headspace. The role is ultimately responsible for ensuring the schools and early learning services have a good experience when using Be You, through driving consistency and quality of service.

Reporting to the Head of Be You Delivery, this role will work closely across all teams that interact with the Be You delivery partners, including the Contracts Business Partner.

Role dimensions
Direct Reports: 4
Overall team: Be You Relationship Manager, Be You Workforce Development Manager, Be You Events and Conferences Manager, Be You Service Coordinator
Financial Delegation: As per the Delegations of Authority Policy

Key accountabilities
Program management
Lead the development and implementation of the Be You Service activity plan, ensuring delivery is to agreed timelines and budget.

Drive activity to ensure early learning services and schools experience consistency and quality of service nationally from delivery partners, ECA and headspace. This includes overseeing workforce engagement, induction, development and training activities, maintaining fidelity to the Be You model.
Lead discussions with the Be You Digital Product team about enhancements to digital products (customer relationship management system (bLink), content management system and events platforms), as necessary to improve user experience.

Oversee and report on event and conference management, ensuring seamless planning and delivery by both the Be You team and the delivery partners.

Ensure organisational interdependencies are well planned for, communicated and managed to enable effective service delivery.

**Stakeholder management**

Build and maintain strong relationships with key external stakeholders, specifically the delivery partners, ECA and headspace.

Establish customer service standards, systems, processes, and monitoring systems to ensure that delivery partner enquiries and requirements are managed efficiently and effectively.

Oversee the development, evolution, communication of and reporting of processes to pro-actively maintain strong and successful relationships ECA and headspace. Initiate and manage related escalation and risk management processes.

Represent Beyond Blue publicly at conferences, events and meetings with key stakeholders.

**Leadership and Reporting**

Report on team activities to the Head of Delivery, including progress relating to the delivery partners’ contract deliverables.

Provide high quality written documents including briefing notes, preparation of contracts and agreements, and project management documentation; provide input into the development of key reports, including Board reports, Beyond Blue external reporting and ad hoc reports as required.

Work closely with all Be You teams as appropriate to ensure interactions with stakeholders, including the delivery partners, are well managed

Actively participate in all meetings with stakeholders, including the Taskforce Leadership Group.

Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives.

Be responsive to additional duties that may arise, as requested by the Head of Be You Delivery.

**Key behaviours**

Provide leadership across Be You and the Education team as a key member of the Education leadership team.

Motivate and actively manage a team of up to four staff, including resource planning, providing appropriate support, developing staff work plans, professional development and performance reviews.

Maintain effective relationships with delivery partners, subject matter experts and other internal and external stakeholders to ensure clear process of communication and clear workflows.

Foster a culture of customer service and continuous improvement approach.
### Qualifications and key selection criteria

**Essential**

A tertiary qualification in a relevant discipline

Ability to be flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships.

Proven leadership skills and ability to build culture and a high performing team.

Proven experience in complex account management and/or subcontractor management.

Proven experience managing large scale (preferably national) service delivery where consistent service delivery was required.

Proven experience in stakeholder/relationship management ability to establish and maintain effective and positive relationships.

Advanced written and verbal communication skills with ability to readily adapt to communicating effectively to any given audience.

Knowledge and skills in planning, budgeting, resource identification and deployment, task and activity monitoring, reporting and overall delivery against defined objectives, methods and outcomes.

**Desirable**

Experience working on mental health promotion initiatives.

Experience with working in education settings.

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### Additional information

**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 staff.

**Equal opportunity**

Beyond Blue is an equal opportunity employer. All staff 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 staff are expected to undergo regular cultural competence 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