Vision, Mission and Values

Our vision: All people in Australia achieve their best possible mental health.

Our mission: We promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by depression, anxiety and suicide.

All employees are expected to act in accordance with beyondblue’s values, which are:

- **Collaboration** – we work willingly with others to collaborate and share knowledge, skills and expertise.
- **Respect** – we treat others with respect and dignity, and believe in diversity.
- **Enthusiasm** – we are passionate about enjoying life and work.
- **Excellence** – we strive continually for excellence.
- **Innovation** – we encourage innovative ideas and approaches.
- **Integrity** – we act with honesty, integrity and transparency.

Position purpose

*beyondblue*’s The Way Back Support Service (The Way Back) is an innovative non-clinical follow up service for people who have attempted suicide or experiencing a suicidal crisis. The service has been operating since 2013, growing to ten sites in 2018, and delivered in various locations by multiple third-party providers across Australia.

The *beyondblue* vision is that all people who have attempted suicide or experiencing a suicidal crisis will have access to The Way Back. *beyondblue* will be partnering with both Commonwealth and States and Territories to implement the national roll out of The Way Back.

The Project Support Officer – Strategy & Infrastructure is a pivotal position in supporting the national implementation and delivery of The Way Back. Providing key assistance to The Way Back Strategy, the Strategy and Infrastructure team and associated project deliverables.

Accountabilities

**Day to Day Strategy & Infrastructure Support**

- Provide project support and work collaboratively with The Way Back - Strategy and Infrastructure team for the successful delivery program of requirements
- Where required support the broader work of the Suicide Prevention & Support Services Team
- Provide high level administrative and logistical support to the project specifically The Way Back - Strategy and Infrastructure team, including scheduling organising various meetings preparing agenda’s, minutes and report distribution
- Develop and collate information for any reporting requirements, project summaries and update status reports and project plans as required, in conjunction with Strategy & Infrastructure Project Officers
- Ongoing monitoring of project budgets undertake reconciliation and resolution of issues in consultation with relevant internal stakeholders as needed
• Establish and maintain formal communication and coordination with government agencies, service providers, consultants and funders
• 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
• Provide data analysis, reporting and enquiries
• Assist in the maintenance or updating required with associated systems/platforms that are part of the agreed project management strategy, e.g. Project Portfolio Management (PPM), Basecamp
• Strong understanding of the beyondblue procurement process and what responsibilities, details and timeframes the TWB-Strategy and Infrastructure team must adhere to
• Escalate decisions or issues to the Strategy and Infrastructure Lead where required and undertake joint problem solving

Project Portfolio Management and Finance
• Support the development the Monthly Board report summaries
• Collation and preparation of information required for State and Commonwealth reporting
• Preparation of presentations as required and in line with the beyondblue style guide
• Assist with finance administration requirements such as raising purchase orders
• Any other tasks as requested

Selection criteria

Education/Qualifications

Essential
• A tertiary qualification, preferably in social science or health related discipline

Desirable
• Project management related qualification or proven project management skills

Knowledge/Skills/Experience

Essential
• A minimum of 3 years’ experience in project administration and/or support. Ideally candidates will have a background supporting project teams; however, applicants with extensive higher-level administration experience may be considered.

Skills
• Knowledge of Project Lifecycle – Knowledge of the underlying principles, practices, methodologies and data management.
• Excellent organisational skills - Must be highly organised and capable of organising activities with no fuss, managing competing priorities, and remaining calm under pressure.
• 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.
• Attention to detail - Diligently attends to details and pursues quality in accomplishing tasks. Makes few if any errors. Remains aware and takes care of details that are easy to overlook or dismiss as insignificant.
• Report Writing/Document Preparation - Proven ability to research, prepare and present a variety of types of documentation, including reports, briefing notes, correspondence, reports, presentations and speeches with a high level of attention to detail
• Proficient in the use of IT systems, database and Office software – Must be able to confidently use Word, Excel and PowerPoint.
• Works well with others – Must demonstrate excellence in being a team player, including collaborating with and supporting others in the pursuit of common goals.
• Adheres to policies and procedures – Always demonstrates behaviours consistent with policies and procedures – does not take shortcuts or create new pathways without authorisation.
• Process improvement skills – Capable of identifying process issues and suggesting solutions to improve/resolve them.
• Flexible, can do attitude - must be flexible, easy going with a proactive “can do” attitude.
Desirable

- Demonstrated project administration skills and knowledge within a service delivery environment.
- Experience in health or community based allied health support programs.

Team Structure and Relationships

Team Structure

- This position reports to The Way Back Strategy and Infrastructure Lead. The position is within Suicide & Services Innovation, comprising of project managers, project officers, project coordinators, peer mentors, social media, forum moderators and administration support.
- Work Cross Functionally with other beyondblue teams and external stakeholders.
- The Head of Suicide Prevention and Support Services has overall accountability.

Internal

- Team members
- Marketing and Communications
- Community Engagement
- Research & Evaluation
- Policy
- Finance/Corporate Services
- I.T.
- beyondblue Board 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
- beyondblue supporters