

Position description

Position	Manager - Mental Health Policy and System Design		
Purpose	The role works collaboratively with the management team to align and deliver the goals of the regional plan, focusing on the design, integration, and commissioning of mental health services that are accessible, effective, and responsive to the needs of the community. This role ensures that mental health services are developed and delivered in line with government policies, established funding parameters and best practice guidelines. The Manager contributes to a cohesive, sustainable mental health service system that improves care and support for individuals with or at risk of mental illness and/or suicide, ultimately enhancing the overall well-being of the community.		
Salary Band	Salary Band 2		
Approval date	15 January 2025	Approved by	Caroline Radowski

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council, parts of Somerset Regional Council and Norfolk Island. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community
- Facilitate care closer to home
- Address health gaps and inequities
- Transform and connect primary healthcare
- Drive organisational excellence.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.



Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.

Role-specific responsibilities

- Successfully commission and oversee a diverse range of high-quality mental health services that meet community needs, align with regional priorities, and improve outcomes for individuals with or at risk of mental illness and/or suicide. Ensure services are delivered effectively, driving measurable improvements in quality through data-driven evaluations, user feedback, and adherence to funding guidelines and best practices.
- Create and maintain a robust monitoring and evaluation framework as part of the commissioning cycle to assess service effectiveness and continuously identify opportunities for improvement. Use insights from data to drive improvements and ensure services remain responsive to community needs and evolving mental health trends.
- Oversee the integration of Head to Health Service Navigation with the Mental Health Call, ensuring seamless coordination and accessibility for individuals seeking support. Provide oversight of contract commissioning and quality of service delivery for Medicare Mental Health Centres, Aftercare services, and other key commissioned services, ensuring alignment with regional priorities and effective service provision.
- Administer bilateral agreements with the state for primary mental health care, Safe Spaces, and suicide prevention funding, ensuring services meet performance expectations. Support and monitor regional initiatives for suicide prevention (TRISP), ensuring alignment with state and national objectives and driving measurable impacts in suicide prevention.
- Ensure all contracts and initiatives are managed in compliance with funding guidelines, performance metrics, and strategic goals. Continuously monitor and adjust strategies to maximise the impact and reach of mental health services across the region.

Partnering with community and lived experience

- Identify, build and maintain strong, collaborative relationships with community organisations, individuals with lived experience, and other stakeholders to ensure services are person-centred and responsive to local needs. Empower individuals with lived experience to contribute to mental health policy and service design.
- Integrate lived experience perspectives into service design and delivery, ensuring the community's voice is central to all activities and services. Measure and demonstrate the positive impact of community and lived experience partnerships through feedback and improved outcomes.

Participating and leading regional planning activities

- Partner with the Manager – Mental Health Strategy and Partnerships to lead the development and implementation of the regional mental health, suicide prevention, and alcohol and drug regional plan. Ensure the regional approach reflects a collaborative, coordinated strategy for mental health and well-being.

- Engage local stakeholders, including health services, local government, and community groups, to ensure that regional planning goals align with both community needs and government priorities. Monitor progress and make necessary adjustments to ensure regional plans remain on track.

Understanding and interpreting government policies and directions

- Effectively interpret and apply government policies, funding guidelines, and directions to the commissioning and delivery of mental health services. Ensure that mental health services are aligned with state and national policy priorities, including mental health reform and suicide prevention.
- Provide strategic advice to leadership and stakeholders on the implications of government policies, enabling informed decision-making that aligns with organisational and governmental objectives.

Using and interpreting data to inform decision-making and service development

- Data-driven decision-making: analyse data from service providers, health needs assessments, and health trends to ensure mental health services meet regional needs and community priorities. Use data to evaluate service quality, identify areas for improvement, and track trends in mental health service usage to inform decisions and strategies. Design and implement monitoring and evaluation frameworks to assess service effectiveness.
- Monitor matched pairs data, ensuring it meets the department's benchmark of 70% alignment, and work with providers to track and improve progress toward this goal. Respond to trends in mental health service usage, adjusting strategies and service provision to address emerging demands.
- Interpret service data to inform policy, identify trends, and improve mental health outcomes.

Supporting and overseeing the team with systems and governance

- Provide guidance and support in the implementation of Redicase and the Initial Assessment and Referral (IAR) assessment across the region, ensuring effective integration into service delivery.
- Ensure compliance with accreditation standards for digital and community mental health services, supporting organisations in driving continuous improvement efforts to meet national and regional standards. Collaborate with stakeholders to uphold mental health standards, ensuring that services are delivered safely and in alignment with industry requirements and regulatory guidelines.

Management

- Develop and lead the Mental Health Policy and Service Design team by offering effective coaching, mentoring, and professional development opportunities to ensure continuous growth and high performance. Apply best practices in recruitment, induction, and performance management in alignment with organisational policies and procedures.
- Identify, foster and maintain strong relationships with key stakeholders and partner organisations, including health service providers, policymakers, potential funders, and government entities, to enhance collaboration and support for mental health reform initiatives.
- Lead multi-disciplinary teams, fostering a high-performance culture and provide coaching, mentoring, and professional development to staff.

General

- Regularly attend team and staff meetings

- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- Communicate effectively and respectfully with all members of the organisation and external stakeholders
- Record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- Comply with reporting requirements as directed by your manager
- Deal with sensitive information in a confidential and professional manner
- Complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Executive Manager | Mental Health and Wellbeing

Direct reports: Team Leader | Mental Health Reform

Team Leader- Service Navigation

Lead | Crisis Prevention

Lead | Crisis Prevention

Program Support Officer – Mental Health Reform

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 2 – Managers

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- A degree or master's level qualification in mental health or a related field is essential.
- Minimum of 5 years of significant experience in mental health service delivery, administration, or contract management.
- The ability to lead and manage complex teams, including diverse workforces such as lived experience staff, fostering collaboration, and supporting high performance.
- Experience in successfully commissioning services, including procurement, contract management, and relationship building.
- Expertise in developing and maintaining strategic, effective relationships with diverse stakeholders, including health services, government agencies, and community groups.
- Strong knowledge of mental health and suicide prevention issues and developments, or a demonstrated ability to quickly acquire this knowledge.
- Excellent verbal and written communication skills, with the ability to motivate, influence, and gain commitment from individuals at all levels.

- Experience in managing complexity and ambiguity in a changing and often challenging environment, demonstrating flexibility and problem-solving abilities.

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between workplaces. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)