
PROJECT OFFICER – FRONT END REDESIGN

JANUARY 2021



Location:	Parkville
Division:	Clinical Service Innovation
Salary Range:	Commensurate with skills and experience of successful applicant. Salary range \$80,000 - \$90,000.
Employment type:	Full-time fixed term available until 30 June 2021
Position reports to:	Project Manager, Front End Redesign

1. POSITION SUMMARY

The Project Officer will support the development, implementation and evaluation of a new system of engagement, triage and assessment and care planning (referred to as the Front End) for the Orygen led headspace Centres and Orygen Specialist Services (OSS). The Project Officer will assist in key administrative, operational and consultation processes under the direction of the Project Manager – Front End Redesign.

2. POSITION CONTEXT

Orygen is the world's leading research and knowledge translation organisation focusing on mental ill-health in young people. Working side-by-side with young people, our partners and one another, we're redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

The Orygen Strategic Plan identifies developing, delivering and rolling-out best service models as a Strategic Priority, namely 'developing, implementing and evaluating an exemplar seamless integrated clinical service model for young people in the north and west region of Melbourne.'

This position focuses on the 'Front End' or initial contact, triage and assessment, care planning and decision making processes of a new regional model of care. This will involve progressing a number of key projects, consulting with a broad range of stakeholders, and facilitating processes to deliver and integrate key components of the new front end system.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	Orygen has made a strategic commitment to partner with First Nations people of Australia, young people and their families, LGBTIQ+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES/OUTCOMES

The Project Officer – Front End Redesign will:

- With support and oversight by the Project Manager, undertake activities that progress the Front End Redesign of the broader Regional Model Implementation Plan.
- Actively involve young people in the co-design, co-implementation and evaluation of the new Front End.
- Support the implementation and evaluation of new triage and assessment processes and enhance systems and processes including engagement, online screening, self assessment platforms and shared decision making processes with young people.
- Work closely with the Orygen led headspace and OSS Managers to support the design and implementation of new front end systems that facilitate seamless access and transitions of clients from the 'front end' to service delivery at various Orygen locations
- Support the roll out of digital and technology solutions to facilitate better front end experiences and outcomes for young people and make recommendations to the Clinical Leadership Team on the preferred options for implementation
- The provision and development of resources, processes, policies and protocols that are required to progress the implementation of front end service reform.
- Support the development and delivery of any service development and workforce development activities, including need assessments, planning resources or identified training requirements.
- Actively participate in workshops and forums, where appropriate, to progress the regional model generally.
- The provision and development of resources that facilitate evaluation processes and data collection that are relevant to implementing front end services for young people with mental health needs.
- Support and adhere to Orygen's vision and strategic direction and adhere to all Health Services Occupational Health and Safety (OHS) and workplace policies and procedures.
- Any other duties as reasonably requested.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Tertiary qualifications in allied health or health related discipline
- Demonstrated experience in project work, including ability to conceptualise, develop, plan, prioritise and complete tasks by deadlines
- Highly developed organisational, administrative and time management skills
- Well-developed interpersonal and communication skills (verbal and written)
- Experience in working collaboratively and developing effective internal and external relationships
- Ability to take initiative and work independently with proven problem solving capabilities
- Knowledge of the mental health system of care and in particular within a youth mental health context
- Capacity to develop and maintain strong collaborative relationships with key partners within health or a related sector
- Well-developed computer skills, in particular Microsoft Office

5.2 Desirable

- Experience in Triage, Assessment and Treatment Planning processes in youth mental health
- Experience working alongside youth and family participation processes
- An understanding of the current policy context for youth mental health nationally

6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Project Officer – Front End Redesign will be expected to have:

- Previous working knowledge of the common mental health issues faced by young people, and evidence-based treatments for major adolescent health issues.
- Knowledge of substance use and other health and social problems faced by young people and the indicated evidence-based treatment/support options.
- Knowledge and understanding of relevant legislation, government policies and strategic directions in relation to mental health and alcohol and other substances particularly as it relates to young people.
- A breadth of understanding of the different types of organisations involved in mental health and drug and alcohol service delivery to young people.
- The ability to utilise clinical judgment and raise clinical and operational issues of concern and implement risk mitigation strategies as required
- Previous knowledge of and work within the framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.
- An understanding of and commitment to ethics and confidentiality issues, particularly in relation to the health and allied-health professions.
- Proficient computer skills with a demonstrated ability in word processing, PowerPoint and database programs, as required.

7. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Occasional out of hours work may be required.
- Some evening and/or weekend work may be required.
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- You may be required to travel interstate or intrastate on occasion.
- In line with current Government guidelines, this position will be based at home initially. As such a reliable internet connection will be required.