1. POSITION SUMMARY

The Clinical Content Manager will lead the creative and clinical content development team responsible for the design, development and execution of innovative, engaging evidence-based online therapy content to support young people experiencing mental ill-health and accessing Orygen Digital’s Moderated Online Social Therapy (MOST) application. The Creative and Clinical Content Development team is a multidisciplinary team comprising of creative writers, clinicians, copy-editors and graphic artists.

The Clinical Content Manager will be primarily responsible for coordinating the creative and clinical content development team tasks including the prioritising of work items and allocation of tasks to relevant team members, ensuring timely completion of content development jobs and projects. The Clinical Content Manager will also be responsible for ensuring that content development is mapped against an evidence-based therapy framework aligned with intended therapeutic targets and in turn, desired clinical outputs. This role requires exceptional written and verbal communication skills and ability to present on the design, development and evidence-base of clinical content to relevant national and international stakeholders.

Subject to broad direction and working with a considerable degree of autonomy, the Clinical Content Manager will possess a high level of capacity and experience managing and leading a multidisciplinary workforce, possessing extensive experience working in a clinical setting within the Victorian youth mental health system.

What is MOST?

Orygen Digital has already developed world-leading youth mental health technologies. Our flagship Moderated Online Social Therapy (MOST) platform is the first single digital solution specifically designed to integrate with, and address, the key limitations of current youth mental health services. It has been designed with and for young people and existing services, providing clinicians with evidence-based tools that can be used across the diagnostic and severity spectrums and all stages of treatment. In response to the COVID-19 crisis in 2020, Orygen Digital’s MOST platform has been supported by a $6m grant from the Victorian Government to fast track its roll-out across the state, and a $1m grant from the Telstra Foundation to iterate and improve the MOST technology platform.
2. POSITION CONTEXT

At Orygen, our leadership and staff work to deliver cutting-edge research, policy development, innovative clinical services, and evidence-based training and education to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health. Orygen Digital, the digital mental health division of Orygen, require an experienced individual to lead our creative and content development team to provide engaging and evidence-based therapy content for Orygen Digital's MOST platform.

Orygen Digital is the world leading centre developing, evaluating and disseminating engaging and evidence-based digital interventions that dovetail with current national and international service delivery models for all young people and their families. Orygen Digital is in the midst of a deployment of the leading MOST (Moderated Online Social Therapy) application across Victorian youth mental health services (headspaces and state-funded specialised services). This will require focus on improving current clinical content on our platforms, ensuring clinical content is developed in line with the technical iterations of the platform as it grows, and liaising with our IT development team in order to do this effectively. There is potential for further MOST deployments across other Australian and international mental health services, so efficiency in developing key content and maximising resources effectively will be necessary.

The Clinical Content Manager will support the continued development of the MOST platform through the translation of feedback from the Orygen Digital research team and application of clinical/research experience to inform platform/content development and improvements. This is a unique opportunity to help transform the youth mental health service system through the development of online clinical therapy that is unique, innovative, evidence-based and highly engaging. The position requires the ability to engage with, and motivate individuals, from multidisciplinary backgrounds who undertake diverse roles and responsibilities.

3. ABOUT ORYGEN

<table>
<thead>
<tr>
<th>VISION</th>
<th>Young people to enjoy optimal mental health as they grow into adulthood.</th>
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<tbody>
<tr>
<td>MISSION</td>
<td>Reduce the impact of mental ill-health on young people, their families and society.</td>
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<tr>
<td>VALUES</td>
<td>Respect, accountability, teamwork, excellence &amp; innovation.</td>
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<tr>
<td>COMMITMENTS</td>
<td>First Nations people of Australia, young people and their families, LGBTQIQA+ people &amp; culturally and linguistically diverse people.</td>
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4. KEY RESPONSIBILITIES/OUTCOMES

The Clinical Content Manager will:

4.1 Key Responsibilities

- Provide accountable, competent and effective leadership, support and guidance to the creative and content development team (including clinical writers, creative writers, copy-editors, graphic artists).
- Ensure the management and delivery of content meets time, cost and quality targets.
- Coordinate the creative and clinical content team, including managing staff performance reviews and rostering.
- Ensure a high level of collaboration and communication across all parts of the creative and content team to facilitate the end-to-end development process across different multidisciplinary team members (e.g., from planning evidence base; to writing content; to editing; to including graphics; authoring on system; quality assurance etc.).
- Develop and evaluate quality improvement and professional content development standards (including content development guidelines; training documents; quality assurance processes etc.).
- Liaise and present to key internal and external stakeholders on the creative and clinical content development process and theoretical/empirical basis for its development (international meetings in varying time-zones may be necessary to do this).
- Document and ensure adherence across all development of creative and clinical content to an evidence-base framework that details intended therapeutic targets and gold-standard therapeutic approaches applicable for the given youth mental health context.
- Contribute to the production of training materials as required (including training for Orygen Digital’s international research partners).
Facilitate the recruitment and selection of clinical and creative content writers, graphic artists and copyeditors as required.

Liaise with relevant parties including members of the Orygen Digital research/feedback team, senior clinicians and young people (focus groups) to identify clinical content priorities.

Document and track progress on content development against targets and deadlines.

Manage the delivery of the content components that support new functionality and digital services.

To support new functionality, you will need to liaise with Orygen Digital’s IT development team to ensure that necessary updates to the MOST platform design align with current creative and clinical content development processes and/or accommodate changes by communicating effectively across both teams.

Identify opportunities for more effective content management processes.

Scoping and securing content partnerships with like-minded and reputable organisations.

Work closely with the research and development teams to constantly improve the quality, appeal and impact of the clinical content.

Work in partnership with young people to ensure the relevancy and attractiveness of the clinical content.

Motivate the team towards the development of world-class, evidence-based, engaging content.

Promote ambition towards excellence and creativity in the content development process and deliverables.

Any other activities and responsibilities as reasonably requested by the Director of Orygen Digital.

4.2 Orygen Digital Project Delivery

- Engage with Agile Project Management Office (APMO) activities;
- Highlight and solve potential challenges in relation to clinical content development;
- Engage with the project team and Orygen Digital leadership team as required.

5. SELECTION CRITERIA

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

5.1 Essential

- Psychologist or Mental health professional registered with AHPRA, with extensive training/background in psychotherapy and/or psychological models of care.
- Experience working in youth mental health services.
- Extensive knowledge of gold-standard psychological treatment frameworks to service a variety of clinical presentations.
- Proven ability in maintaining effective working relationships with a range of stakeholders.
- A capacity to work independently in a fast-paced environment, work to appropriate timelines, costs and demonstrate highly developed problem solving abilities.
- Highly developed oral and written communication.
- High level of digital literacy and ability to take action to optimise digital trends and opportunities that will have a measurable effect on desired clinical objectives.
- Strong understanding of content design principles and experience developing digital content.
- High level interpersonal skills and management and supervisory experience, with ability to lead, motivate and develop a team.
- Experience working in a multidisciplinary team setting.
- Experience training and supervising clinical and creative staff including ability to organise own and others’ activities and carry out operational planning.
- Proven ability to develop quality materials that support the creative and clinical content development process.
- Ability to explain and demonstrate the digital creative and clinical content design process to staff, internal and external stakeholders.
- Passion for youth mental health and excellence and innovation in psychological treatments.
- Experience and/or training in developing creative content.
5.2 Desirable

- PhD and/or relevant research experience in the design and execution of psychological therapy for a digital context.
- Extensive experience working in a clinical setting within the Australian mental health system.
- Experience working clinically at headspace centres and/or specialised services within the Australian mental health system.
- Experience managing content lifecycle processes.
- Management of digital content development team within a mental health organisation.
- Extensive experience writing content in a range of styles for digital channels and delivery within a mental health context.

6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Clinical Content manager will be expected to have:

- Proficient computer skills with a demonstrated ability in word processing, PowerPoint and other office software, as required.
- Map and utilise theoretical and applied psychological knowledge, therapy and principles to underpin creative and clinical content development.
- Understanding of youth mental health systems and the not-for-profit sector, and an ability to apply this knowledge to the Orygen Digital context.

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.
- Travel to other Orygen workplaces and clinical services around Victoria may be required.
- Occasional out of hours work may be required.