POSITION DETAILS

Title	Regional headspace Quality and Improvement Project Lead
Reference Number	BY002
Classification	Social and Community Services Employee Level 7 *(Pay Point dependent on qualifications and years of experience consistent with the Brophy Family & Youth Services Enterprise Agreement 2025)*
Organisational Area/Team	Regional headspace services – Warrnambool, Portland and Hamilton
Line Management	Executive Manager – Youth Mental Health
Direct Report/s	N/A
Location	Warrnambool / Portland / Hamilton (as required)
Authorised By	Executive Manager - Youth Mental Health
Effective Date	November 2026

ORGANISATIONAL OVERVIEW

Brophy Family and Youth Services (Brophy) is a place-based, for-purpose community organisation working alongside children, young people and families across South West Victoria. We deliver a broad range of family, youth and children's services from sites in Warrnambool, Portland and Hamilton.

OUR COMMITMENT TO CHILD SAFETY, INCLUSION & PSYCHOSOCIAL SAFETY

Brophy has zero tolerance for child abuse or harm and is unwavering in our commitment to child safety and wellbeing. We empower children and young people by valuing their voices and participation. At Brophy, young people will be supported to express their culture and enjoy their cultural rights. We uphold cultural safety for First Nations peoples and inclusivity for LGBTIQA+ communities. Our workplace fosters psychosocial safety by promoting respect, wellbeing and resilience for all staff and clients.

OUR VALUES

Our work is underpinned by the following core values, which guide how we engage with each other, clients, and the broader community.



PRIMARY PURPOSE OF THE ROLE

The Regional headspace Quality and Improvement Project Lead will provide specialist clinical and project leadership to strengthen the quality, safety and consistency of youth mental health service delivery across headspace services in Warrnambool, Portland and Hamilton.

Drawing on a strong clinical practice background and demonstrated project management experience, this position will lead the development and implementation of evidence informed clinical practice improvements, strengthen clinical governance systems and support consistent, high-quality care that improves outcomes for young people and their families.

A key priority of the role will be leading headspace Warrnambool and Portland's preparation for hMIF accreditation, including identifying and addressing gaps in clinical practice, service delivery, governance and operational processes. The position will also support headspace Hamilton's accreditation readiness and drive the alignment of clinical and operational systems across all three locations.

Working collaboratively with the Executive and Senior Management Team, the position will support the implementation of accreditation standards, contemporary clinical practice expectations and quality improvement initiatives. The role will focus on embedding practical and sustainable improvements that strengthen clinical safety, workforce capability and service quality. A key outcome will be improving the experience and mental health outcomes of young people accessing headspace services.

Brophy is the Lead Agency for the headspace Warrnambool, Portland and Hamilton Centres. Our headspace Centres provide services across the four core streams of mental health, physical and sexual health, educational and vocational support, and alcohol and other drug services.

This position operates at Social and Community Services Employee Level 7, working under limited direction and exercising significant professional judgement, autonomy and delegated authority consistent with the specialist scope and organisational impact of the role.

WORK LOCATION AND ROLE REQUIREMENTS

- **Independent or isolated work**
  The role may require working independently or in situations where immediate on-site support is not available, including engagement across multiple locations and community settings.
- **Travel between locations**
  Duties may involve travel between Brophy sites and other service locations, including driving as part of the role. Travel may include return journeys of up to four hours between sites, with longer travel possible when undertaking outreach activities.
- **Complex or time-sensitive situations**
  The role may involve responding to complex, sensitive or time-critical situations, requiring professional judgement, prioritisation and adherence to organisational procedures.

All duties are performed within Brophy's Occupational Health and Safety Framework including responsibilities for identifying hazards, following safe systems of work, and supporting safe, respectful and psychologically healthy workplaces.

KEY RESPONSIBILITIES

Service Delivery and Practice

Provides senior operational, managerial, professional or specialist leadership across a substantial service area, group of programs, major function or significant organisational initiative. Establishes service and operational outcomes, leads the development and evaluation of significant procedures and work practices and ensures activities support broader organisational goals.

Provide specialist clinical practice and project leadership to drive quality improvement and accreditation readiness across headspace Warrnambool, Portland and Hamilton. Lead and support the development, review and alignment of clinical, operational and governance practices to meet hMIF accreditation requirements, strengthen clinical safety and embed consistent, evidence-informed approaches to youth mental health service delivery. Work collaboratively with clinical and operational leaders to identify improvement opportunities, implement sustainable changes and monitor their effectiveness in supporting quality services and positive outcomes for young people.

Compliance, Risk & Governance

Provides senior oversight of governance, risk, compliance and quality requirements across the defined service area, programs or function. Ensures significant incidents, complaints, safeguarding concerns, regulatory obligations and operational risks are effectively managed and leads improvements arising from reviews, audits, service data and organisational learning.

Leads the ongoing development and improvement of clinical governance, risk management and quality assurance systems across headspace Warrnambool, Portland and Hamilton, ensuring alignment with hMIF standards, organisational policies and relevant legislative and regulatory requirements. Oversee accreditation compliance activities, monitor clinical and operational risks, and work collaboratively with clinical, operational and Quality leaders to address identified gaps and implement improvements arising from audits, incidents, complaints and service reviews. Support the embedding of consistent, sustainable practices that strengthen clinical safety, accountability, compliance and continuous improvement across all three locations.

Communication & Stakeholder Engagement

Develops and maintains influential relationships with senior internal leaders, government, funders, regulators, sector partners and community stakeholders. Represents the service area or function in significant negotiations and forums, communicates authoritative advice and works across organisational and service-system boundaries to resolve complex issues and strengthen outcomes.

Build and maintain effective relationships with clinical and operational leaders, headspace National, and other key stakeholders to support accreditation readiness, quality improvement and integrated service delivery. Act as a key liaison with headspace National on accreditation requirements and improvement activities, while fostering collaboration and consistency across all three locations. Provide specialist advice, updates and recommendations to senior leadership, and actively engage Youth Reference Groups to ensure young people's voices and lived experiences inform service development, continuous improvement and positive outcomes.

Team Culture, Wellbeing & OHS

Provides senior leadership for workforce capability, culture, performance, wellbeing and safe systems of work across the area of responsibility. Leads team leaders, specialist employees or multidisciplinary teams, establishes and monitors work outcomes and promotes consistent leadership practice across the service area or function.

Promote a positive, collaborative and psychologically safe workplace culture that encourages reflective practice, professional development and continuous improvement. Work alongside clinical and operational leaders to strengthen workforce capability through targeted training, staff engagement and consultation, supporting shared ownership of quality and accreditation outcomes. Identify and escalate workforce wellbeing, occupational health and safety and psychosocial risks, while modelling professional leadership, effective communication and respectful working relationships across all three headspace locations.

Leadership & Organisational Contribution

Works under limited direction and exercises significant delegated authority in leading a substantial service area, major function, group of programs or complex organisational initiative.
Contributes to organisational planning and policy development, leads significant operational change and makes complex decisions that may have a substantial impact on the programs, services or work areas being managed.

Provide strategic project leadership across regional headspace accreditation and quality improvement initiatives, exercising a high degree of autonomy in managing priorities, deliverables, timelines and risks to achieve agreed outcomes. Provide specialist clinical practice and quality improvement advice to the Executive Manager, Brophy Youth, to inform strategic planning, service development and sustainable organisational change. Contribute to the development and review of policies, procedures and clinical governance frameworks, while monitoring project progress and providing regular reporting, recommendations and escalation of significant risks.

GENERAL RESPONSIBILITIES

All employees are required to comply with Brophy's Code of Conduct and organisational policies and procedures, including its Child Safety, Cultural Safety and Psychosocial Safety frameworks.

Employees must demonstrate Brophy's organisational values, participate in supervision, performance review and professional development, contribute to quality improvement and support a safe, respectful and psychologically healthy workplace.

Employees may also be required to undertake other duties that are reasonably within the scope, capability and classification of the position.

KEY SELECTION CRITERIA

Mandatory Requirements	
Qualifications	A relevant tertiary qualification appropriate to the requirements of the role, together with extensive relevant experience and a high level of professional or specialist expertise; or an equivalent combination of qualifications, considerable skills, extensive experience and competence sufficient to perform the requirements of the position.
Compliance	NDIS Worker Screening Check, Working With Children Check (Employee)(Victorian), National Police Check, and Driver's Licence
Experience, Skills & Attributes	
Demonstrated clinical experience in mental health service delivery, preferably youth mental health, with a strong understanding of evidence-informed practice, clinical governance and quality improvement.	

Mandatory Requirements
Demonstrated experience in leading organisational change and strategic project delivery in a complex environment.
Strong stakeholder management skills, with experience fostering partnerships and networks to achieve shared goals.
Experience in accreditation, quality assurance or service improvement processes within health, mental health or community service settings, including the ability to interpret standards and translate requirements into practice.
Strong analytical, problem-solving and organisational skills, with the ability to manage competing priorities, exercise sound judgement and deliver outcomes within agreed timeframes.
Demonstrated commitment to youth participation, person-centered practice, cultural safety and continuous improvement in mental health service delivery.
Demonstrated understanding of child safety, risk management and safeguarding obligations, including the ability to support and promote compliance with the Child Safe Standards across service delivery and organisational practice.
Demonstrated ability to build and maintain influential relationships with senior internal and external stakeholders, including government, funders, sector partners and community organisations, to support service and organisational outcomes.
Demonstrated capability in using Microsoft 365 and relevant organisational information systems to support reporting, analysis, oversight and effective decision-making.