
CENTRE MANAGER

OCTOBER 2026

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POSITION SUMMARY

Location:	headspace Moonee Valley		
Functional area:	Primary Clinical Services		
Classification/ Salary:	Health Professionals and Support Services Award 2020, Health Professional Employee Level 4 + 12% super + access to \$15,900 NFP salary packaging		
Job level:	Level 5		
Reports to:	Chief of Clinical Operations		
Employment type:	Full time		
Employment length:	Ongoing		
Direct reports	3	Indirect reports	8

POSITION PURPOSE STATEMENT

The Centre Manager provides strategic and operational leadership for headspace Moonee Valley and is accountable for the establishment, performance, sustainability and ongoing development of the service. The role will initially lead the establishment and operationalisation of the new centre, including workforce development, operational systems, governance, service partnerships and implementation of an accessible, high-quality and youth-friendly model of care.

As a clinically qualified leader, the Centre Manager also provides senior clinical leadership and governance oversight for the service. The Centre Manager is responsible for developing leadership team capability, including direct reports of the Clinical Lead and Practice Manager. The role supports clinical risk management, complex decision-making and escalation processes, while fostering a culture of safe, evidence-informed and person-centred care. The Centre Manager operates within the headspace Model Integrity Framework and represents both headspace and Orygen as the Lead Agency across local, organisational and sector partnerships.

About headspace and Orygen

headspace is Australia's National Youth Mental Health Foundation that provides holistic support for young people aged 12 to 25 years, across their mental health and wellbeing, physical and sexual health, alcohol and other drugs, and work and study needs. Centres also provide support for families of young people.

REVOLUTION IN MIND

Orygen is Australia's Centre of Excellence in Youth Mental Health and the largest translational research organisation dedicated to youth mental health in the world. For over 30 years, Orygen has led groundbreaking early intervention and developed evidence-based models of care to improve the mental health outcomes of young people aged 12-25.

POSITION FOCUS

	Key responsibility area	Percentage
1	Service Leadership & Operations	25%
2	People Leadership & Workforce Management	25%
3	Quality, Compliance & Performance	25%
4	Partnerships & Community Engagement	15%
5	Youth & Family Participation	10%

POSITION KEY RESPONSIBILITY AREAS

1. Service Leadership & Operations

- Provide overall leadership and management of the headspace centre, ensuring resources are allocated effectively to meet operational priorities and service objectives and provide high-quality services to young people, families, carers and supporters.
- Approve and monitor centre expenditure within delegated authority and oversee delivery of the annual operating budget.
- Work with the Finance Business Partner to review monthly financial performance and address operational factors contributing to budget variances.
- Oversee facility management, infrastructure, systems, ICT issues and contractor arrangements to maintain safe and effective centre operations.
- Work collaboratively with the Clinical Lead to ensure integration between operational priorities, clinical governance requirements and service delivery outcomes.
- Analyse service demand, access, workforce, financial, quality and performance information to anticipate emerging challenges and opportunities, developing and implementing strategies to improve service access, sustainability, quality and outcomes.
- Escalate operational risks, service disruptions and workforce shortages through Orygen's governance processes.
- Support implementation of organisational and strategic priorities at a local level, including understanding and representation of Orygen's strategic plan.
- Represent the centre and Orygen in organisational planning and leadership forums and at PHN, headspace National, local government and sector forums.
- The role may assume leadership and operational oversight of an additional Orygen-led service, extending accountability across multiple service locations and leadership teams.

2. People Leadership & Workforce Management

- Shape and sustain a high-performance, psychologically safe, inclusive and accountable culture across the centre.
- Lead, coach and develop the centre leadership team, building leadership capability and clear accountability across clinical, operational and community engagement functions.
- Complete annual performance reviews and mid-cycle performance conversations for all direct reports.
- Lead recruitment activities including workforce approval requests, panel participation, candidate selection and onboarding, in partnership with Talent Acquisition Team.
- Anticipate workforce risks and lead appropriate strategies relating to recruitment, retention, capability, performance and workforce sustainability.
- Lead complex workforce and organisational change in partnership with People Experience and relevant organisational functions.

- Mentor and develop emerging leaders and support succession and workforce capability planning.
- Review workforce capability requirements and develop annual training and professional development plans.
- Manage employee relations matters, including performance improvement plans, workplace conduct concerns and absenteeism issues, in consultation with People Experience and Wellbeing team.
- Lead and coordinate team planning days and workforce engagement initiatives.
- Ensure mandatory training, compliance requirements and credentialing obligations are completed within required timeframes.

3. Quality, Compliance & Performance

- Ensure the centre operates in line with Orygen governance frameworks to ensure safe, effective and high-quality care and services to young people.
- Provide senior clinical leadership, consultation and escalation support to the Clinical Lead and broader workforce.
- Accountable for achievement of contractual deliverables, service targets and key performance indicators, including access, activity and workforce measures.
- Lead development, implementation and monitoring of annual centre workplans and reporting requirements to the North Western Melbourne Primary Health Network (NWMPHN).
- Lead audit, accreditation and compliance activities, including headspace Model Integrity Framework (hMIF) assessment.
- Oversee management of incidents, complaints, risks and business continuity and ensure actions are implemented within agreed timeframes
- Provide regular compliance and risk reporting to relevant governance committees, such as Primary Services Quality, Safety and Risk Committee and Research Feasibility Meeting.
- Lead quality improvement, service review and evaluation activities using performance data, stakeholder feedback and service outcomes.
- In collaboration with Centre Support Services, foster a culture of innovation and continuous improvement across the centre, empowering the leadership team and workforce to identify opportunities, test improvements and implement sustainable service improvements within appropriate governance and risk parameters.

4. Partnerships, Participation & Community Engagement

- Develop and maintain strategic partnerships with consortium members, primary care providers, community organisations, schools, local government and other stakeholders.
- Maintain active engagement plans with consortium partners and conduct a minimum of quarterly partnership meetings.
- Lead annual consortium performance reviews and partnership evaluations.
- Identify and negotiate opportunities for co-designed programs, integrated care initiatives and referral pathways.
- Lead youth and family participation activities and ensure lived experience perspectives inform service planning, delivery and evaluation.
- Work closely with all centre staff, including Community Awareness Officers, to strengthen community awareness and capacity-building initiatives.

5. Youth & Family Participation

- Oversee meaningful engagement of young people and families/carers in governance, service design and decision-making processes.
- Incorporate youth and family feedback into annual service planning, quality improvement and service redesign initiatives.
- Oversee and monitor Youth Advisory Group and Family Participation activities are held in accordance with headspace participation requirements.
- Implement lived experience perspectives as a core component of service development and quality improvement.

6. Other

- The role may incorporate other service development activities and responsibilities as directed by the Chief of Clinical Operations.
- Perform other duties as reasonably requested, consistent with the position's level of responsibility.

EDUCATION / QUALIFICATIONS

Essential	• Approved tertiary qualifications in a relevant discipline (such as psychology, social work, occupational therapy, mental health nursing). • Full registration with AHPRA or membership with AASW.
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EXPERIENCE / SKILLS

Experience / skills	• Demonstrated experience in clinical governance, clinical leadership and complex risk management. • Demonstrated experience managing multidisciplinary teams within health, mental health or community services. • Experience in operational management, service planning and performance monitoring. • Strong understanding of quality improvement, risk management and compliance frameworks. • Experience managing stakeholder relationships and partnerships. • Experience overseeing budgets, contracts and funding requirements. • Demonstrated ability to analyse service data and drive service improvement. • Highly developed communication, negotiation and problem-solving skills. • Experience leading organisational change and service development initiatives.
Personal attributes	• Passion for improving outcomes for young people and their families. • Strong leadership and relationship-building skills. • Ability to work strategically while maintaining operational oversight. • Ability to manage competing priorities and complex stakeholder environments. • Commitment to youth participation, family-inclusive practice and continuous improvement.

KEY RELATIONSHIPS

Internal	• Clinical Lead • Practice Manager • Chief of Clinical Operations • Centre Support Services Team • People Experience Business Partner • Finance Business Partner • Corporate Services
External	• NWMPHN • headspace National • PYMHWS • Consortium Partners • Community Service organisations • Local Health, Schools & Education providers

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.
- 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.
- A current Victorian driver's licence (desirable).
- In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.
- Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]