
SERVICE IMPLEMENTATION AND QUALITY IMPROVEMENT FACILITATOR

APRIL 2025

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POSITION SUMMARY

Location:	Parkville		
Functional area:	Service Implementation and Quality Improvement, Research and Knowledge Translation		
Classification/ Salary:	\$90,000 - \$105,000 + 11.5% super + access to \$15,900 NFP salary packaging		
Job level:	3		
Reports to:	Team Lead – Service Implementation and Quality Improvement		
Employment type:	Full time (1 FTE)		
Employment length:	Contract until 30 June 2026 (with potential to extend, subject to funding)		
Direct reports	0	Indirect reports	No

POSITION PURPOSE STATEMENT

The Service Implementation and Quality Improvement (SIQI) Facilitator will work within a small but mighty multi-disciplinary team with expertise in clinical care, implementation science, quality improvement, and evaluation. The SIQI Facilitator will support Primary Health Networks (PHNs) and their commissioned services with the continuous improvement of 'Youth Enhanced Services' by leading implementation, quality improvement and capacity building projects in the 'Implementation Lab' and supporting the delivery of other activities delivered by the team.

About the Service Implementation and Quality Improvement (SIQI) team

Since 2017, the SIQI team has been funded by the Department of Health and Aged Care (DoHAC) to support youth mental health organisations and PHNs with the design, implementation, and improvement of 67 'Youth Enhanced Services' (YES) across Australia, which provide care to young people experiencing severe or complex mental ill-health. The main projects delivered by the SIQI team include:

- *The Implementation Lab* – each year the SIQI team works with a cohort of up to six YES services on quality improvement projects
- *Orygen Connect* program – the team coordinates and delivers secondary consultation and reflective practice sessions to youth mental health services across the country

REVOLUTION IN MIND

- *YES Community of Practice* – the team designs, coordinates and delivers monthly webinars for the youth mental health workforce, and provides a quarterly newsletter
- *PHN events* – the team designs, coordinates and delivers quarterly virtual and face to face events for staff working in PHNs to facilitate the sharing of knowledge and experiences
- *Research and evaluation* – the team contributes to the youth mental health evidence-base by developing case studies of YES programs, conducting health services research, and evaluating their own activities

To the SIQI team, how they do things is as important as what they do. Core principles that the team bring to all their work are curiosity, collaboration, adaptability, and authenticity. Exhibiting these principles is pivotal to being able to build and maintain relationships with stakeholders, which is key to the team's success. You can read more about the SIQI team and their work [here](#).

POSITION FOCUS

	Key responsibility area	Percentage
1	Implementation and quality improvement support	75%
2	Support delivery of other SIQI activities	25%

POSITION KEY RESPONSIBILITY AREAS

1. Implementation and quality improvement support

- Responding to the needs of PHNs and their commissioned services, including those participating in the Implementation Lab, involves:
 - developing and maintaining strong working relationships with youth mental health service staff and PHN staff;
 - designing and facilitating workshops, both face-to-face and online;
 - leading meetings with multiple stakeholders using coaching and facilitation skills;
 - collecting and analysing qualitative and quantitative data collected through surveys, interviews, and focus groups;
 - prioritising areas for improvement and developing workplans;
 - supporting use of data to make decisions;
 - developing tailored quality improvement and implementation strategies;
 - supporting services and PHNs to improve system integration;
 - developing and managing project timelines;
 - coordinating and scheduling project activities;
 - writing project reports;
 - ensuring project deliverables are met on time and within scope; and
 - monitoring project performance and identify opportunities for improvement

2. Support delivery of other SIQI activities

- Developing and maintaining relationships with a national network of stakeholders, including government, PHNs, service providers, and young people and families with lived experience
- Assisting with coordinating and delivering YES Community of Practice webinars
- Assisting with planning, coordinating, and delivering face-to-face and virtual PHN events;
- Contributing to development to case studies exploring the impact of youth mental health services;
- Contributing to the development of infographics documenting the service models of youth mental health services;
- Contributing to the writing of newsletters and other external facing communication;
- Assisting with the design of monitoring and evaluation plans.

- Comply with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive

EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Qualifications in relevant health or social care discipline
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EXPERIENCE / SKILLS

Experience / skills	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Experience of delivering implementation and/or quality improvement initiatives in health or social care settings • Experience in facilitating workshops and meetings with multiple stakeholder groups • Experience of analysing and qualitative and quantitative data • Strong organisational, planning, writing, proofreading, and oral communication skills and an attention to detail. • Well-developed interpersonal and communication skills (verbal and written) • Experience in working collaboratively and developing effective internal and external relationships • Ability to work independently and effectively within a diverse team, with proven problem-solving capabilities • Well-developed computer skills with capacity to understand a range of data collection systems and their functions • Capacity to travel interstate when required • Possess initiative to carry out duties with minimal supervision • Confidence facilitating meetings and workshops over Zoom and Microsoft Teams <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Knowledge of the health service systems, particularly the Primary Health Networks and primary care services. • An understanding of the current policy context for youth mental health nationally.
Personal attributes	<ul style="list-style-type: none"> • High level of organisational and planning skills, with the ability to manage multiple tasks and projects simultaneously. • Strong written and verbal communication skills, with attention to detail and accuracy. • Well-developed interpersonal skills, enabling effective collaboration and relationship-building with diverse stakeholders. • Ability to work flexibly across multiple projects and adapt to changing circumstances, demonstrating resilience and problem-solving capabilities. • Ability to work both autonomously and as part of a diverse team, contributing positively to a collaborative work environment. • Dedication to continuous learning and professional development, with a passion for improving mental health outcomes for young people.

	<ul style="list-style-type: none"> • Respectful of the diverse experiences and expertise that contribute to the evidence-base in youth mental health. • Inclusive of the diverse backgrounds and experiences of colleagues, stakeholders, and the communities served. • Deep commitment to making a positive impact on young people's lives through improved mental health services. • Ability to deliver high-quality work with accuracy and thoroughness, ensuring all aspects of the role are handled with care.
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KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Communications and marketing • Workforce Development & Australian Early Psychosis team • Strategy and Policy • Youth participation
External	<ul style="list-style-type: none"> • Mental health organisations providing Youth Enhanced Services • Primary Health Networks • Young people, families and supporters with lived experience • Headspace National • Department of Health and Aged Care

SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> • 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. • Occasional interstate travel is a requirement of this role • A current Victorian driver's licence. • Occasional out of hours, evening and/or weekend work may be required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> • 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.
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- 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]