

POSITION DESCRIPTION

JOB TITLE	Manager - Mental Health Programs and Partnerships
REPORTS TO	Director - of the Integration and Partnerships Team
DIRECT REPORTS	Suicide Prevention Lead Clinical Lead – Mental Health H2H Specialist Mental Health Intake Clinician Coordinator – Mental Health Coordinator – PMHC Officers – Health Support (PMHC x 5)
DATE	August 2026
CLASSIFICATION LEVEL	Level 6 Management Hybrid Role minimum 3 days in the office due to the nature of the role.

ORGANISATIONAL CONTEXT

Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation's goals.

Our employees are community focussed, embrace change, are agile and are solution focused.

Our employees are committed to our organisational values that guide our decision making and behaviours.



POSITION OBJECTIVE

The Manager, Mental Health Programs and Partnerships provides strong people leadership and operational management across the mental health and suicide prevention programs, including Primary Mental Health Care and the Medicare Mental Health Referral Spoke. Working through key leads and direct reports, the role builds team capability, supports performance and accountability, and enables reliable, patient-focused, high-quality service delivery.

The role oversees delivery of the Integrated Regional Mental Health and Suicide Prevention Plan by ensuring regional priorities are translated into effective service delivery, quality improvement, reporting, workflow management and coordinated working relationships that strengthen integrated pathways and improve access and outcomes for people across Western Sydney.

KEY STAKEHOLDERS		
External Stakeholders	Internal Stakeholders	Individual Teams
Department of Health & Aged Care Service Providers NSW Health and WSLHD Other government organisations Western Sydney community	Commissioning Team Finance Team P&C Clinical Assurance	All as required
KEY RESPONSIBILITIES		
• Manage the operational delivery of allocated mental health and suicide prevention programs, ensuring alignment with the Integrated Regional Mental Health and Suicide Prevention Plan, Commonwealth and State agreements, clinical requirements, funding agreements and organisational priorities. • Oversee day-to-day operations across Primary Mental Health Care, suicide prevention, triage and Medicare Mental Health Referral Spoke functions, including service activity, workflow management, team coordination, issue resolution and escalation of significant matters. • Monitor, evaluate and improve program performance, using service data, reporting cycles and performance review meetings to support continuous improvement and accountability. • Manage the allocated program budget, including budget planning, monitoring, review and reporting, and ensure expenditure, contract administration, funding requirements, provider performance oversight and related governance processes are delivered in line with organisational and funder requirements. • Implement and monitor quality improvement, operational risk management and compliance activities to support safe, effective and consumer-focused service delivery. • Undertake regular provider and stakeholder engagement visits across Western Sydney to strengthen relationships, understand local needs and provider perspectives, identify emerging issues and opportunities, and inform program planning and pathway improvement. • Embed consumer, lived experience, carer and community voice in program planning, service improvement and evaluation to support responsive, culturally safe and person-centred mental health services. • Ensure compliance with relevant clinical standards, governance frameworks, policies, risk management requirements and continuous improvement practices • Coordinate eReferral implementation and optimisation, including workflow redesign, user adoption, stakeholder readiness and reporting. • Review and improve operational processes, referral pathways and provider-facing workflows in collaboration with teams and stakeholders. • Work with Commissioning, Finance and providers to support contracting, budget monitoring, financial performance and alignment with funding and program requirements. • Coordinate departmental, funder and governance reporting, including the 12-Month Performance Review, Annual Work Plan and related evidence requirements. • Maintain effective working relationships with key partners to support coordinated delivery, co-design, issue resolution and service improvement. • Maintain awareness of relevant health policy, practice and service delivery developments to inform operational improvements and best-practice approaches. • Provide operational advice, insights and recommendations to support decision-making and escalation where required. • Provide day-to-day leadership, supervision, development and escalation support to direct reports and program teams, modelling WentWest values and supporting a safe, constructive and service-focused culture.		

Team Leadership – Manager Level 6

- Provide effective team leadership, mentorship and development opportunities to team members, enhancing their performance and capabilities
- Drive continuous improvement of the team's operations and identify and implement best practices in procurement processes and reporting standards
- Cultivate strong and productive relationships within the portfolio and with other teams across the organisation, fostering collaboration and synergy
- Be a positive role model for staff and ensuring high levels of staff engagement and productivity

Other Responsibilities

- Fulfil additional tasks as reasonably requested, adhering to the broader organisational goals and directives
- Uphold 'best practice' standards in all areas of responsibility, ensuring excellence and efficiency
- Abide by all organisational policies and procedures, contributing to a culture of compliance and integrity
- Prioritise safety of yourself and others in accordance with WentWest's Workplace Health and Safety (WHS) policies and the Workplace Health and Safety Act 2011

Culture - Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the WentWest Code of Conduct.

Finance and Resources - Manage allocated finance and resources efficiently and effectively in accordance with the WentWest Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, corporate records, intellectual property and personnel records and include the correct retention of data and records.

WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.

ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Regular weekly travel across Western Sydney is required to visit providers, partners and stakeholders, support relationship management, maintain visibility of local needs, and gather insights to inform program planning and pathway improvement.
- Out of hours work on evenings and weekends will be required for events, meetings or conferences etc.
- Some overnight travel within the Western Sydney area, interstate and/or overseas travel may be required for conferences or meetings

Note: Out of hours work should be managed in accordance with WentWest's Flexible Work Policy and employees' hours should be adjusted flexibly to accommodate hours worked outside of core business.

MANAGEMENT SYSTEM – QUALITY AND INFORMATION SECURITY

- Ongoing compliance with WentWest management system requirements
- Actively participate in quality improvement initiatives within their teams and across the organisation
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position and its direct reports are reviewed and updated in accordance with the Control of Documents and Records Policy
- Actively participate in quality improvement initiatives within their teams and across the organisation
- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System

- Responsible for individually complying and ensuring direct reports comply with WentWest's Information Security Policy and the information security components of the WentWest Management System

QUALIFICATIONS

Essential - Tertiary qualification in a relevant discipline such as health management, public health, mental health, social work, psychology, business administration or a related field; or equivalent relevant experience.

Desirable - Postgraduate qualification or additional training in mental health, public health, health service management, quality improvement, project management, leadership or risk management.

SKILLS AND EXPERIENCE

Essential

- 10 years' experience in managing programs or services in mental health, primary care, community health, suicide prevention or related service delivery environments.
- Demonstrated people leadership experience, including leading through direct reports, building team capability, supporting performance and managing escalated team matters.
- Experience managing health, mental health or community-based programs, including service activity, workflows, reporting, quality improvement and performance monitoring.
- Experience working with providers, health services, commissioning teams, government agencies or other stakeholders to support coordinated program delivery and service improvement.
- Ability to interpret service data, prepare clear reports, briefings and recommendations, and support evidence-based decision-making.
- Experience supporting budgets, contracts, funding requirements, provider performance or related governance processes.
- Experience contributing to budget reviews and monitoring, contract administration, funding requirements, provider performance oversight or related governance processes
- Sound understanding of privacy, information security, quality, WHS and governance requirements in a health or community service environment.

Desirable

- Knowledge of Western Sydney's health, mental health, social care or community service landscape.

PRE-APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport or Birth Certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last six months
- Working With Children Check
- Verification of current NSW drivers' licence
- Verification of comprehensively insured motor vehicle