

POSITION DESCRIPTION

Position Title:	Project Officer, Service Planning & Development
Service:	Parkville Youth Mental Health and Wellbeing Service (PYMHWS)
Location:	Parkville – Multiple Sites
Reports To:	Project Manager
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024–2028
Classification:	Administration Officer Grade 3 (YC90) + margin
Immunisation Risk Category:	Category C
Date of Review:	July 2027

About the Parkville Youth Mental Health and Wellbeing Service (PYMHWS)

Parkville Youth Mental Health and Wellbeing Service (PYMHWS) is Victoria's first standalone public mental health service designed specifically for young people aged 12 to 25. Operational from July 2025, PYMHWS is leading a bold transformation in how youth mental health is accessed, experienced, and governed across Melbourne's north and west.

We deliver specialist, community, and inpatient services to young people experiencing, or at risk of mental ill-health. Our multidisciplinary teams are based at Parkville, Footscray, Spotswood, Sunshine, Wyndham, Cherry Creek and Malmsbury, working closely with families, carers, supporters and kin to provide developmentally appropriate, evidence-based, trauma-informed, inclusive care, grounded in lived experience.

At PYMHWS, every decision - from the front desk to the boardroom - centres on what young people need to live the lives they want to lead.

We partner with Orygen, bringing their world-leading research and knowledge translation expertise into care delivery. Together, we are building an integrated service model that connects Orygen-operated headspace centres with PYMHWS clinical services, creating a unified care experience.

As we grow, we're building a service with - and for - young people. One that reflects the diversity of our communities, embraces continuous learning and the generation of new knowledge, and strengthens the mental health system around it.

At PYMHWS, we:

- Foster a safe, supportive and inclusive workplace - where the health, safety and wellbeing of young people, families, colleagues and visitors are actively protected.
- Speak up for safety and equity - raising concerns and escalating issues when needed, to ensure high standards of care and conduct.

- Deliver Safe, Timely, Effective, Efficient, Equitable, Person-centred Care (STEEEP) in alignment with our clinical governance framework and our youth-first approach.
- Promote diversity, inclusion and equal opportunity - creating a workplace free from discrimination, harassment or bias, and reflecting the communities we serve.
- Comply with all relevant policies, procedures, professional standards and legislation - including those related to clinical care, health and safety, risk, privacy, and equal opportunity.

Department Description

The Transformation and Service Planning (TSP) team is accountable for delivering strategic initiatives that enable service improvement, innovation, growth, and high performance across PYMHWS as the only dedicated youth mental health and wellbeing service in Victoria. The TSP team are enablers, visionary leaders and collaborators who play a key part supporting PYMHWS to optimise organisational performance through innovation, systematic change management, and the effective execution of organisational priorities.

Position Summary

The Project Officer, Service Planning & Development is a key role within the Transformation and Service Planning (TSP) function, supporting strategic service planning, organisational transformation, service development, and performance improvement initiatives across PYMHWS.

The role provides analytical, coordination, and project delivery support across a range of initiatives including service planning and redesign, model of care development, operational improvement, clinical pathway optimisation, workforce initiatives, and implementation of strategic priorities.

Reporting to Project Manager, Transformation and Service Planning, and working closely with broader clinical and operational stakeholders across TSP and PYMHWS, the role supports the delivery of high-quality planning and transformation activities through data analysis, stakeholder engagement, project coordination, governance support, and reporting.

The successful candidate will demonstrate dedication to learning and improvement, analytical and organisational capability, excellent communication skills, and the ability to work effectively and flexibly within a complex and evolving public mental health environment. Experience in health or mental health service environments will be highly regarded.

Key Accountabilities

Service Planning and Analysis

- Undertake service analysis including activity, demand, capacity, utilisation, and performance trend analysis to support service planning and development activities.
- Support the development of strategic and operational service plans.
- Assist in identifying service gaps, system pressures, and opportunities for service improvement.
- Contribute to business case development, options analysis, and service modelling activities.
- Support benchmarking, environmental scanning, and evidence reviews to inform planning and decision-making.

Service Development and Improvement

- Support the design and implementation of new service models, programs, and pathways.
- Assist in the preparation of business cases, including activity analysis, benchmarking, and documentation.
- Contribute to research and evidence reviews to inform service design.

Project Coordination and Delivery

- Coordinate and support delivery of transformation and service improvement initiatives.
- Maintain project documentation including project plans, action registers, risk logs, governance papers, and status reports.
- Support governance processes including meeting coordination, reporting, and documentation.
- Assist with implementation activities including stakeholder engagement, communications, and change support.
- Coordinate actions and follow-up activities arising from governance forums and working groups.

Stakeholder Engagement

- Liaise with internal and external stakeholders to support project delivery.
- Support workshops, consultations, and co-design activities.
- Maintain effective working relationships with relevant internal and external stakeholders.

Governance and Administration

- Prepare high-quality reports, briefs, and presentations.
- Support governance processes, including meeting coordination and documentation.
- Ensure compliance with organisational policies and procedures.

PYMHWS Core Cultural, Leadership & Safety Responsibilities

These responsibilities apply to all roles at PYMHWS and form the foundation of our culture. They reflect our commitment to safety, inclusion, wellbeing and transformational leadership - at every level of the organisation. Aligned with PYMHWS's strategic goals and operational priorities, these behaviours ensure we are here for youth, together - and focused on delivering outcomes that matter.

Psychological safety & inclusion

- Create and maintain a psychologically safe team environment where all voices are heard and respected.
- Model inclusive behaviours and actively challenge stigma, bias and discrimination.
- Speak up for safety, wellbeing and alignment with PYMHWS values - including cultural safety for Aboriginal and Torres Strait Islander peoples.

Leadership at every level

- Demonstrate leadership in your area of work, regardless of role title, by taking ownership, influencing positive change, and modelling integrity.
- Mentor others where appropriate, share knowledge generously, and contribute to a learning culture.
- Engage in honest, constructive feedback - giving and receiving with a growth mindset.

Alignment with strategic vision, outcomes & priorities

- Contribute to the achievement of our strategic and operational priorities, including youth-first care, workforce wellbeing, system transformation and strong partnerships.

- Be accountable for delivering measurable outcomes - for young people, families and colleagues.
- Make decisions that align with our purpose: reimagining how youth mental health is accessed, experienced and delivered.

Wellbeing & safe practice

- Prioritise your own wellbeing and that of your colleagues, in line with our whole-of-service wellbeing approach.
- Work to your full scope of practice and escalate when support is needed.
- Participate actively in safety initiatives, risk management and quality improvement.

Continuous learning & improvement

- Commit to ongoing professional learning, cultural development and reflective practice.
- Support innovation, research translation and systems thinking to improve outcomes for young people.
- Seek feedback on your work including participation in formal performance and annual discussion review processes.

Key Relationships

Internal Stakeholders

- PYMHWS Executive Team
- Transformation and Service Planning
- Quality and Safety
- Operations
- Finance
- People and Culture
- Service/Unit/Team managers and subject matter experts

External Stakeholders

- Royal Melbourne Hospital
- Western Health
- Safer Care Victoria
- Department of Health, Victoria
- Orygen Limited

Key Selection Criteria

Formal Qualifications:

- Tertiary qualifications in health sciences, nursing, allied health, or health management OR
- Tertiary qualification with demonstrated experience and understanding of public health or mental health services.

Essential:

- Experience supporting projects, service improvement, planning, or transformation initiatives within health, mental health, community services, or government environments.
- Strong analytical capability, including experience working with data, reporting, and generating actionable insights.
- Demonstrated project coordination and organisational skills, with the ability to manage competing priorities and meet deadlines.
- Excellent written and verbal communication skills, including preparation of reports, briefing materials, and presentations.
- Demonstrated ability to work collaboratively with multidisciplinary stakeholders.
- Strong attention to detail and ability to work effectively in complex and evolving environments.

- Proficiency in Microsoft Office, particularly Excel, PowerPoint, and Word.

Desirable:

- Experience in youth mental health, or public health services.
- Knowledge of the Victorian public mental health and wellbeing system.
- Understanding of the Victorian public health system.
- Exposure to demand and capacity modelling or service planning methodologies.

Key Performance Indicators / Success Measures

Your performance will be measured through your successful:

- Demonstration of PYMHWS values
- Achievement of portfolio specific KPI targets (set as part of annual performance process)
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

Conditions of Employment

PYMHWS is a child-safe organisation and is committed to promoting and protecting the safety and wellbeing of all young people and embedding safeguarding practices into all our programs and services.

All employment appointments are required to:

- Hold a valid Working with Children Check
- Police Check
- Provide evidence of Immunisation history consistent with risk category defined for this role
- Availability to work across multiple locations within the Melbourne metropolitan area

Acceptance:

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Parkville Youth Mental Health and Wellbeing Service (PYMHWS) reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /
Date