

Mental Health Policy and Project Officer

Think Mental Health

Do you have a genuine passion for quality mental health services and an interest in contributing to policy and project development for innovative services within the community sector in the ACT?

Think Mental Health (TMH) are seeking to fill a newly created policy and project position (Health Professionals and Support Services Award 2020, Support Service Level 9). This role will support the Clinical Director of Think in service planning, integration, evaluation and quality assurance activities.

We are seeking an enthusiastic, dedicated and skilful team member with a suitable background in policy, governance, clinical service delivery, program development, implementation and evaluation, and/or project management. Some responsibilities of successful candidates may include collaboration with internal and external stakeholders, project management, review and development of policies and guidelines, input into mental health accreditation, key stakeholder liaison, correspondence, community consultation, and other related requests as required.

TMH respects, values and encourages workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ+ are encouraged to apply. We believe that diversity in our people enriches our organisation as well as the communities we serve.

ELIGIBILITY/ OTHER REQUIREMENTS:

The preferred applicant for this role will need to have entitlement to work in Australia and prior to commencing, will need to obtain (or produce evidence of) a Working with Vulnerable Person's card. Please see position description for further details.

NOTE:

This position is part-time with the potential for flexible working arrangements however will require sometime within the office.

HOW TO APPLY:

Applications should include a copy of their current resume and a one-page cover letter outlining why you would be a great fit for this position, taking in to consideration the required skills, knowledge and experience outlined in the position description.

For more information on the organisation, please visit [Think Mental Health | Think Mental Health \(thinkmh.com.au\)](http://ThinkMentalHealth.com.au)

Contact Officer: Vanessa Hamilton, Clinical Director, via vanessa@thinkmh.com.au

Supporting material:

Job description

POSITION DESCRIPTION

Mental Health Policy and Project Officer

Reports to: Clinical Director

Duration: Part-time, Contract to 30 June 2026

Think Mental Health Vision, mission and values

Think Mental Health (TMH) is committed to delivering high-quality and safe healthcare services to the local Canberra community. We recognise the importance of building collaborative relationships with stakeholders and engaging with our local networks to build awareness about mental health services.

Our Vision: A safe place to receive support, while you connect, heal and grow

Our Mission: Leading the provision of high-quality mental health care by increasing awareness and access to exceptional services

Our Values: Compassion, Relationship and Collaboration, Authenticity and Humanity, Inclusiveness and Predictability, Safety, Empowerment and Choice.

What we do

Think Mental Health (formerly Think Psychology Solutions) is a private organisation founded in 2011 by two local clinical psychologists, Vanessa Hamilton and Jason McCrae. We deliver both a private mental health clinic (Think Clinic) and a range of community sector mental health services, supported by government funding.

Think Mental Health delivers both the territory-wide phone intake service for Head to Health and the Adult Mental Health Centre, Canberra Head to Health. Head to Health is a nation-wide Adult Mental Health service which is supported by funding from the Capital Health Network (CHN) through the Commonwealth Department of Health and Ageing.

Position Purpose

The Mental Health Policy and Project Officer will support the Clinical Director of Think in service planning, integration, evaluation and quality assurance activities. The Project Officer will provide a key role in collaborating with key internal and external stakeholders, building strategic partnerships, engaging with stakeholders and coordinating projects focused on system improvement, workforce development and service planning.

Position Responsibilities

Undertake a broad range of project and administrative tasks which include the following activities;

1. Participate in the review and drafting of policy, guidelines and other documents based on feedback from various staff and management team members.
2. Provide project administration support across a range of mental health planning projects.
3. Contribute to and produce reports for internal and external stakeholders related to deliverables, milestones and key performance indicators.

4. Provide research, scoping and mapping of services, programs, stakeholders, resources and associated materials to aid in the planning and development of mental health initiatives and projects.
5. Work proactively and collaboratively with TMH teams and services, including contribution across functional projects.
6. Contribute to relevant mental health meetings, networks and advisory groups.
7. Build and maintain internal and external stakeholder relationships.

Required Skills, Knowledge and Experience

Qualifications:

Demonstrated experience and/or tertiary qualifications in a relevant field are highly desired (such as health, mental health, public health, project design/management, human services, social science or another related discipline).

Technical/specialist skills:

1. Project management skills, including planning, monitoring, development, implementation, evaluation and reporting.
2. Research skills, including ability to conduct literature reviews, engage with stakeholders, gather and synthesise information to inform evidence-based models of care.
3. Analytical aptitude, with the capacity for critical thinking and problem-solving.
4. Strong written and verbal communication skills, including policy writing experience.
5. Established capacity to work collaboratively and cooperatively as a team member and to undertake work independently under supervision.

Experience and knowledge:

1. Knowledge and understanding of policies and issues impacting on service delivery within the mental health sector in the ACT.
2. Experience in planning, implementing and managing projects.
3. Proven organisational skills including the ability to manage numerous tasks concurrently, use initiative, establish priorities and work to tight or competing deadlines.
4. Knowledge of trauma-informed principles
5. Ability to understand and negotiate differences in opinion and maintain positive and constructive relationships.

Think Competencies

Strategic thinking: We use our insights, awareness and experience to add value.

Resourcefulness: We generate evidence-based solutions.

Relationship management: We value and invest in strengthening internal and external relationships.

Data fluent: We understand, interpret and use data effectively to inform our work.

Cultural competence: We seek to understand and respect the values and customs of other cultures.

Embrace uncertainty: We work with ambiguity and complexity.

Dedication to excellence: We have a genuine passion and commitment to quality health care.

To find out more about what Think does visit [Think Mental Health](#).

If you wish to learn more about the services at Canberra Head to Health visit [Canberra Head to Health](#)