



Candidate Information Pack

MindSpot

Executive Director, MindSpot and Mental Health Services

April 2026

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MACQUARIE UNIVERSITY
Health

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Executive Summary

Established in 2012, MindSpot is a national, evidence-based digital mental health service delivering assessment, teletherapy and online treatment to Australians across the country. It delivers all services online or via telephone. Services include confidential psychological assessments and clinically proven treatments. All MindSpot services are free at the point of use and are funded by government grants.

MindSpot operates as a separate division within Macquarie University Health, Australia's first and only fully integrated academic health sciences centre, bringing together Macquarie University Hospital, Clinics and the Faculty of Medicine, Health and Human Sciences at Macquarie University.

Macquarie University Health holds a distinctive mental health portfolio spanning MindSpot, the Psychology Clinic, the School of Psychological Sciences and the Lifespan Health and Wellbeing Research Centre.

Following a recent 6 month review and analysis of the MindSpot operating model, platforms, clinical services, the broader mental health landscape and future strategic direction, it is now seeking to appoint an Executive Director to lead the next stage of MindSpot's evolution and growth. The Executive Director will report directly to the CEO of Macquarie University Health, Walter Kmet.

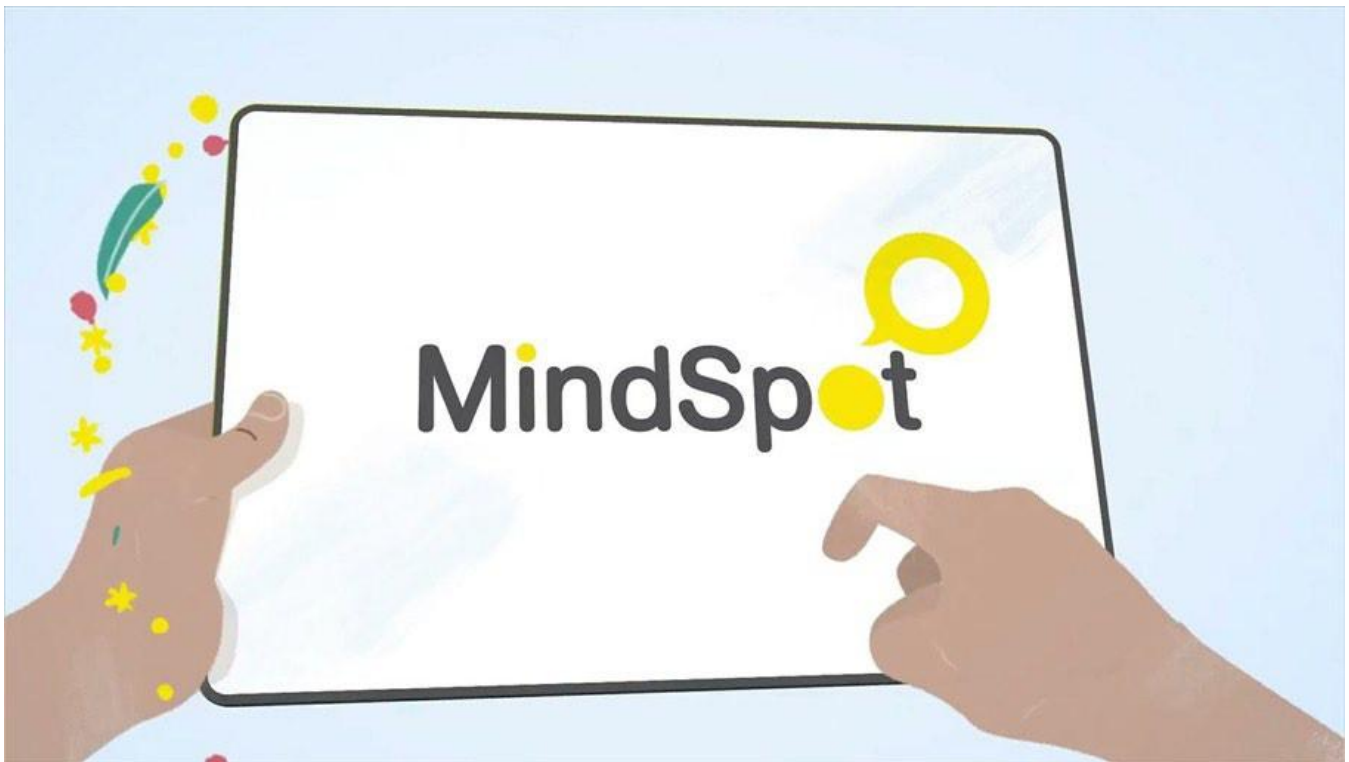
A key priority of the Executive Director is to lead and grow MindSpot — scaling high-quality care, evolving the platform, driving financial sustainability and lifting clinical outcomes. A parallel and equally important strategic mandate is to align and strengthen the broader mental health assets across Macquarie University Health, working in close partnership with the Head of Psychological Sciences to build an integrated mental health ecosystem. This will involve connecting research, teaching, academia, and clinical practice and harnessing the IP, skills, experience and intellectual horsepower of the key stakeholders to build and grow this world class and innovative mental health service.

These mandates require a leader who brings outstanding skills and capabilities across a variety of disciplines including: culture; stakeholder management; finance; clinical governance; strategy; government relations; funding; digital; and commercial. Underpinning these skills will be a passion and affinity for the mental health setting.

This represents a wonderful opportunity for an executive with deep experience in digital health or mental health services who can drive both operational excellence and strategic transformation within a complex, multi-stakeholder environment, ultimately elevating the provision of services for the communities served.



About MindSpot



Context and history

- MindSpot was created from the world-class psychological research at Macquarie University's eCentreClinic. Having conducted more than 90 clinical trials involving 10,000 people, the eCentreClinic is internationally recognised for its scientific rigour in developing and evaluating online treatments for mental health conditions.
- In 2012, Macquarie University won a competitive tender with the Australian Government to develop and deliver MindSpot, initially for three years. MindSpot was one of the three main components of the Australian Government's eMental Health Strategy for Australia, 2012.
- Since its launch, MindSpot has grown to become a global-leading virtual mental health entity that has helped more than 250,000 Australians.

What we do

- MindSpot has provided free mental health services to adults across Australia since 2012.
- We deliver all our services online or via telephone.
- Our services include confidential psychological assessments and clinically proven treatments.
- Our aim is to support people to learn more about their psychological health and learn skills to become emotionally resilient.
- MindSpot is proudly operated by MQ Health, Macquarie University. All MindSpot services are free and we are funded by the Australian Department of Health and Aged Care.

Who we help

- We provide care to Australian adults troubled by conditions like depression, anxiety stress, worry, panic, chronic pain and distress due to chronic health conditions.
- More than 30,000 Australians register to use MindSpot each year.

Our Services

- We believe everyone in the community should be able to access mental health care when they need it.
- We are proud to be able to provide high quality services that are delivered free of charge.



Psychological assessments

- Our psychological screening assessments are designed to identify symptoms of different types of anxiety, depression, OCD, PTSD, chronic pain, sleep difficulties and other chronic conditions.
- Our assessments are delivered online or via telephone
- After completing an assessment you will immediately receive an automated assessment report. We also recommend that you schedule a meeting with a MindSpot therapist to discuss your assessment and treatment options.



Psychological treatments

- We offer a range of different online treatment courses which are designed to target different symptoms. You can choose to complete these courses by yourself (self-guided) or with weekly sessions with a MindSpot therapist
- We also offer brief teletherapy sessions, which involve weekly telephone calls with a MindSpot therapist



Personalised experience

- We offer both self-guided services as well as the option of receiving support from a MindSpot therapist at every step.
- Assessment and treatment reports can be downloaded via a personal dashboard.
- This dashboard can also be used to monitor symptoms, track progress, and schedule appointments with one of our therapists.

About Macquarie University Health



World-class clinical care, teaching and research

Macquarie University Health is Australia's first fully integrated academic health sciences centre.

We combine excellence in clinical care with teaching and research to enhance patient outcomes and improve lives. Researchers also benefit from our unique model because they can see the immediate effects of their research on patients.



Leaders in patient care

We offer our patients the latest in technology and therapies



Research and education

Developing new treatments and educating the next generation



Learning from experts

Students learn from expert clinicians and researchers

Macquarie University Health is home to:

- Macquarie University Hospital, Australia's first university-owned teaching hospital.
- General practice, medical imaging, allied health and specialty clinics in a wide range of disciplines.
- Seven clinical programs, including bone and joint, cancer, cardiovascular and respiratory, critical care and anaesthetics, neurosciences, primary care, wellbeing and diagnostics and surgery and gastrointestinal.
- Seven academic departments, including Psychology, Biomedical Sciences, Clinical Medicine, Health Professions, Health Systems and Populations, Cognitive Science, and Linguistics.
- Ground-breaking research with life-changing impact.
- A growing Doctors in Training program.
- World-class facilities.
- Australian Institute of Health Innovation (AIHI).

Position Description

Position Title:	Executive Director, MindSpot and Mental Health Services
Reports to:	CEO, MQ Health
Classification:	Common Law Contract
Positions reporting to:	General Manager Clinic Director Director, Service Development (Clinical) Director, Service Development (UX & Design) Senior Relationships/Partnerships Manager Marketing Lead
Key relationships:	<ul style="list-style-type: none"> • CEO/Clinical Service Executive team • Macquarie University Health Cabinet • Mental Health Therapist Workforce • Faculty of Medical, Health and Human Sciences School of Psychological Sciences • DoHAC • PHNs • WAPHA • Insurers and referrers • Research partners (eCentre Clinic)
Position purpose:	<p>Macquarie University Health has a distinctive mental health portfolio consisting of MindSpot, the Macquarie University Psychology Clinic (MUPC), the School of Psychological Sciences and the Lifespan Health and Wellbeing Research Centre that presents an opportunity to build an integrated academic mental health program.</p> <p>The Executive Director has two complementary responsibilities. The primary responsibility is to lead MindSpot as a national, evidence based digital mental health service; scale high quality care; evolve platform and service; drive financial sustainability and funding diversification; and lift performance and outcomes.</p> <p>In addition to the primary responsibility, the role also holds accountability for jointly aligning, coordinating and strengthening the mental health assets across Macquarie University Health to ensure an aligned, coordinated and integrated contemporary mental health ecosystem, in close partnership with the Head of School of Psychological Sciences.</p>

About Macquarie University Health

Australia's first and only fully integrated academic health sciences centre brings together Macquarie University Hospital, Clinics and the Faculty of Medicine, Health and Human Sciences at Macquarie University.

At Macquarie University Health (MU Health), we know working together leads to better health outcomes. This happens when clinicians, researchers, students and staff unite and work collaboratively to improve lives through compassionate, coordinated, effective care that is centred around the patient.

Our Values

Caring – Ambition – Integrity – Teamwork – Innovation – Empowerment

Our values drive our collaborative and person centric approach to ensure our patient centric outcomes. You must maintain standards of personal and professional conduct which are consistent with and promote these values and ensure the confidence and cooperation of our workforce and community.

Key Accountabilities

Strategic Joint Leadership of the Mental Health Portfolio

- In partnership with the Head of School of Psychological Sciences, provide joint leadership to create the conditions for genuine collaboration, shared purpose and progressive alignment across the portfolio.
- Build trusted and collegial relationships with the leaders of the mental health portfolio MU Health, establishing credibility and foundation that will enable effective coordination and, over time, deeper integration.
- Advise Cabinet on the opportunities and challenges of alignment, coordination and integration of mental health initiatives and activities (including training) across the enterprise.
- In partnership with the Head of School of Psychological Sciences, drive alignment and coordination between MindSpot, Macquarie University Health Clinics, hospital-based mental health services, and university mental health initiatives to support seamless patient pathways and better outcomes for patients, students and staff.
- Co-lead the development of a whole-of-system mental health strategy that positions MU Health as a national leader in mental health research and education and innovative, evidence-based and digitally-enabled mental health care.
- Work in partnership with the hospital, clinics, and the School of Psychological Sciences to identify opportunities for service expansion, workforce integration, research translation, and improved patient experience.

Leadership of MindSpot

- Provide leadership of MindSpot, ensuring improvement in clinical quality, operational performance, clinical innovations and patient outcomes.
- Lead the strategic evolution of MindSpot that responds to the mental health needs of the Australian population and realises its potential as a platform for clinical care, research and education.
- Lead the partnerships across MU Health and the wider University ecosystem to scale education, research translation and innovation.

Operational Management

- Collaborate with MU Health leaders to ensure mental health service operations across all settings are coordinated, efficient, and aligned with organisational standards and strategic priorities
- Lead day-to-day operations across service delivery, technology, and support functions to meet access, quality and efficiency targets.
- Strengthen relationships with DoHAC and PHNs
- Lead contract renewal/renegotiation and diversification to mitigate funding concentration risk.

- Ensure capacity planning, workforce rostering and throughput support demand responsiveness across assessment, teletherapy and online course delivery.
- Embed a performance cadence with clear dashboards, analytics and continuous improvement initiatives.

Financial Management

- Own MindSpot P&L and grants budgets; deliver to budget while improving cost-to-serve and productivity.
- Negotiate, manage and acquit government and partner contracts, ensuring accurate and timely reporting, audit readiness and value capture.
- Develop multi-year business cases for platform and service investments linked to growth metrics and ROI.

Clinical Governance

- Oversee clinical governance not only for MindSpot but also in partnership with leaders across MU Health to ensure consistent, safe and high-quality mental health services across digital, outpatient and hospital settings.
- Maintain robust clinical governance, safety and quality systems suitable for digital mental health, including risk triage and escalation pathways.
- Oversee outcome measurement (e.g., K10 and disorder-specific tools), service effectiveness and consumer feedback, driving evidence-based improvements.
- Ensure credentialing, supervision and training frameworks for clinicians, and compliance with relevant standards and legislation.

Patient Experience

- Champion consumer-centred design and co-design approaches to improve engagement, retention and outcomes across all cohorts.
- Monitor experience measures (e.g., NPS) and implement targeted interventions to address friction points in the digital care journey.

Employee Experience & Leadership

- Build a high-performing, values-led culture with strong engagement, clarity of role accountabilities, and opportunities for development (incl. MindSpot Academy).
- Lead organisational design evolution to support sustainable growth and clear career pathways for clinical and non-clinical staff.

Governance & Compliance

- Ensure compliance with funding agreements, privacy, cyber security, data governance and records management requirements for digital health services.
- Complete IP and asset stewardship processes in collaboration with MU Health and University partners.

Process Improvement

- Streamline clinician workflows and reduce platform fragmentation by partnering with IT to simplify the technology ensuring an element of automated reporting is established.
- Lead the process for standardising operating procedures for assessment, treatment allocation, risk management and referrals, and reduce manual interventions where possible

Workplace Health & Safety

- Provide a psychologically safe workplace; ensure WHS risk assessments and controls are in place for remote and on-site staff.
- Ensure incident management, privacy events, and clinical risk escalations are reviewed and actions tracked to closure.

Skills and Competencies

Qualifications

- Postgraduate degree in a relevant field (e.g., Clinical Psychology, Psychiatry, Mental Health, Public Health, Health Administration, or Business).
- Significant and demonstrated executive leadership experience in digital health, mental health, hospital/health services or related sectors.
- Current AHPRA registration (e.g., Psychology) desirable but not essential; experience leading multidisciplinary clinical services in regulated environments also highly regarded.

Skills and Experience

- Proven track record leading large, complex services (virtual and in-person) with measurable improvements in access, outcomes, experience and cost.
- Commercial acumen with experience managing multi-million-dollar budgets, grants and complex stakeholder contracts.
- Expertise in clinical governance for mental health, including risk management and outcome measurement frameworks.
- Experience scaling digital platforms and simplifying technology ecosystems in partnership with product/engineering teams.
- Outstanding stakeholder engagement (government, PHNs, insurers, referrers, consumer groups) and negotiation skills.
- People leadership capability: workforce planning, performance, coaching/supervision, culture and change leadership.
- Data-driven decision making: able to translate analytics into operational improvements and strategic choices.
- Commitment to equity, diversity and inclusion; culturally safe practice; and consumer co-design.

Role Specific Conditions / Vaccinations

- Criminal History Check.
- Working with Children Check.
- Immunisation History and Status compliance .

Additional Information and Useful Links

For additional information about the organisation, please see links below:

- <https://www.mindspot.org.au/>
- <https://www.mindspot.org.au/about-mindspot>
- <https://www.mindspot.org.au/what-we-do>
- <https://www.mindspot.org.au/assessment>
- <https://www.mindspot.org.au/treatment/what-we-offer/>
- <https://www.mqhealth.org.au/services/find-a-service/psychology-clinic>
- <https://www.mindspot.org.au/resource-library>
- <https://www.mindspot.org.au/info/the-big-five/>
- <https://www.mindspot.org.au/contact-us>
- <https://www.mqhealth.org.au/>
- <https://www.mqhealth.org.au/about>
- <https://www.mqhealth.org.au/patients-and-visitors/contact-us>

Click [here](#) to view the Macquarie University Health Strategic Plan 2022 – 2026.



Heal. Learn. Discover.

MQ HEALTH STRATEGIC PLAN 2022–2026



The Application and Selection Process



Rob Macmillan – Partner Health and Human Services, Derwent is leading the delivery team for this search process, contributing to candidate sourcing, interviewing and overall assignment facilitation with MindSpot.

Rob is based in Sydney and is a Partner in the Derwent Health and Human Services practice and works with public, not for profit and private hospital, health, aged care, disability, and associated organisations in the sourcing of their executive leadership talent. Rob has developed extensive networks, both nationally and internationally, and works closely with his clients to deeply understand their requirements; he then works with his team to engage with and attract the very best talent. Rob graduated from Warwick University in the UK with a BA (Hons) Politics and International Relations.

Candidate Care

We are committed to ensuring that potential applicants and candidates are treated respectfully and fairly. The Derwent team is available to manage inquiries and ensure that applicants are informed about developments as they become available. Candidates who are shortlisted and complete assessments - including interviews, will be offered a feedback session to discuss their experience and the assessment results.

Salary Package and Location

The role will be based at the MindSpot head office at Macquarie University Health, Macquarie Park, Sydney. An attractive remuneration package will be offered.

How to apply

Please submit your CV and a brief cover letter addressing the following 3 areas:

- Your interest in the role?
- What you bring to the role and to MindSpot?
- Your vision for the role?

For further information

If you have any questions about this opportunity, please contact Rob Macmillan, Partner Health, Derwent Search on 0421 593 535 or healthservices@derwentsearch.com.au

Timeline

- Interviews with Derwent will take place late April / early May
- Interviews with MindSpot will take place mid May
- Offer and acceptance anticipated late May

Reference checks, pre-employment verification and background checks

For candidates in final consideration, at least two referees will be contacted with permission before a formal written offer is made. Any written references provided will also be checked and additional referees may be sought to further understand a candidate's merits for the role. Any offer will be subject to some or all of the following checks: Academic Qualification Check; Professional Membership Check; Criminal History and Working with Children Checks.

Thank you for your interest in MindSpot.