

Position description

Title of the role:	Program Development Consultant
Program Area:	Quality and Service Development
Location:	Fairfield
Reports to:	Regional Manager, Quality and Service Development
Last Revised:	June 2017

Wellways

Wellways works to improve the lives and social inclusion opportunities for people with a mental illness, their families and friends.

Our Vision

Our vision is of a society in which people with a mental illness and other psychosocial disabilities, and their families, will be understood, accepted and supported. People with mental illness and other psychosocial disabilities will be afforded the same regard as those with physical illnesses and resources will be available to offer early interventions and state of the art treatment and support. People will no longer experience stigma and society will treat them with the same respect and dignity as any other person.

Our Values

We value the contributions of people with mental illness, their families and friends in our organisation and the community and set out the following values that underpin all our activity. We strive to incorporate our values into all programs and activities and will work closely with every team member to champion these values across the organisation. The Wellways values are:

- Honesty
- Acceptance
- Equity
- Flexibility
- Commitment
- Participation

We work to achieve social inclusion in two ways – recovery and advocacy

Recovery Services

Our recovery services are guided by our values and informed by our Community Recovery Model. This approach to Recovery means we work at 3 levels, with the individual, with their families and friends and with the community. Wellways' Community Recovery Model recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with a mental illness, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities for people with a mental illness and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and carer)
- Are underpinned by evidence-based best practice

Position Summary

Under the support and direction of the Regional Manager, Quality and Service Development, the Program Development Consultant will support the co-production, development and writing of specific Wellways education programs. This includes development of e-learning programs and resources.

This role forms part of the larger Quality and Service Development (Q&SD) team and will contribute to key functions of the team, including lived experience workforce development, participation, quality systems and research and evaluation.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Develop and re-design Wellways educational programs, including e-learning programs</p>	<ul style="list-style-type: none"> • Identify people with specialist expertise including lived experience to be involved in co-production of educational programs • Facilitate co-production workshops • Support engagement of specific groups in co-production, including youth, families, LGBTIQ+, CALD and ATSI communities • Work collaboratively with the Community Education Project Manager and ILC steering committee to support ILC project deliverables • Develop educational programs and associated resources drawing on current research and lived experience expertise, including e-learning programs. This includes developing: <ul style="list-style-type: none"> - Community education packages designed to support community inclusion of people with psychosocial disability - Peer education programs for youth affected by mental health issues - Tailored programs for specific community groups such as schools • Redesign current Wellways educational programs as e-learning programs and resources • In collaboration with the People & Culture team, contribute to the development of e-learning modules for Wellways staff • Work as an active member of the Quality & Service Development team to ensure the application of best practice frameworks. • Work according to accountabilities and timeframes set out in project management plans • Work as part of a collaborative and mutually supportive team • Utilise lived experience expertise to support organisational understanding of lived experience perspectives and recovery

	<ul style="list-style-type: none"> • Work within a team culture of shared accountability and effective knowledge sharing • Actively participate in team meetings, PDR supervision and staff development activities • Work in accordance with the core values of Wellways • Adhere to Wellways policies and procedures
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Lived experience of mental health issues • Experience in development and use of e-learning programs and resources • Teaching, training or facilitation experience • Intermediate skills in Microsoft Office products • Satisfactory Police Records Check • Right to Work within Australia • Available to participate in out of hours activities as required to ensure delivery of key role outcomes
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Experience in writing and development of educational programs and resources, including familiarity with e-learning methodology and presentation • An understanding of the impact of mental health issues on individuals, their families, carers and the community • Understanding of Recovery • Ability to problem-solve and develop innovative solutions • Ability to listen to and reflect on critical feedback • An ability to work with diverse communities and individuals • Understanding and commitment to social inclusion and diversity • Commitment to best practice <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within an Educational, Mental Health or Community Based Organisation • Fluency in other languages

Skills	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to write programs, proof read and edit. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self-management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved. <p>Information Technology</p> <ul style="list-style-type: none"> • Intermediate - Microsoft Office Suite
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

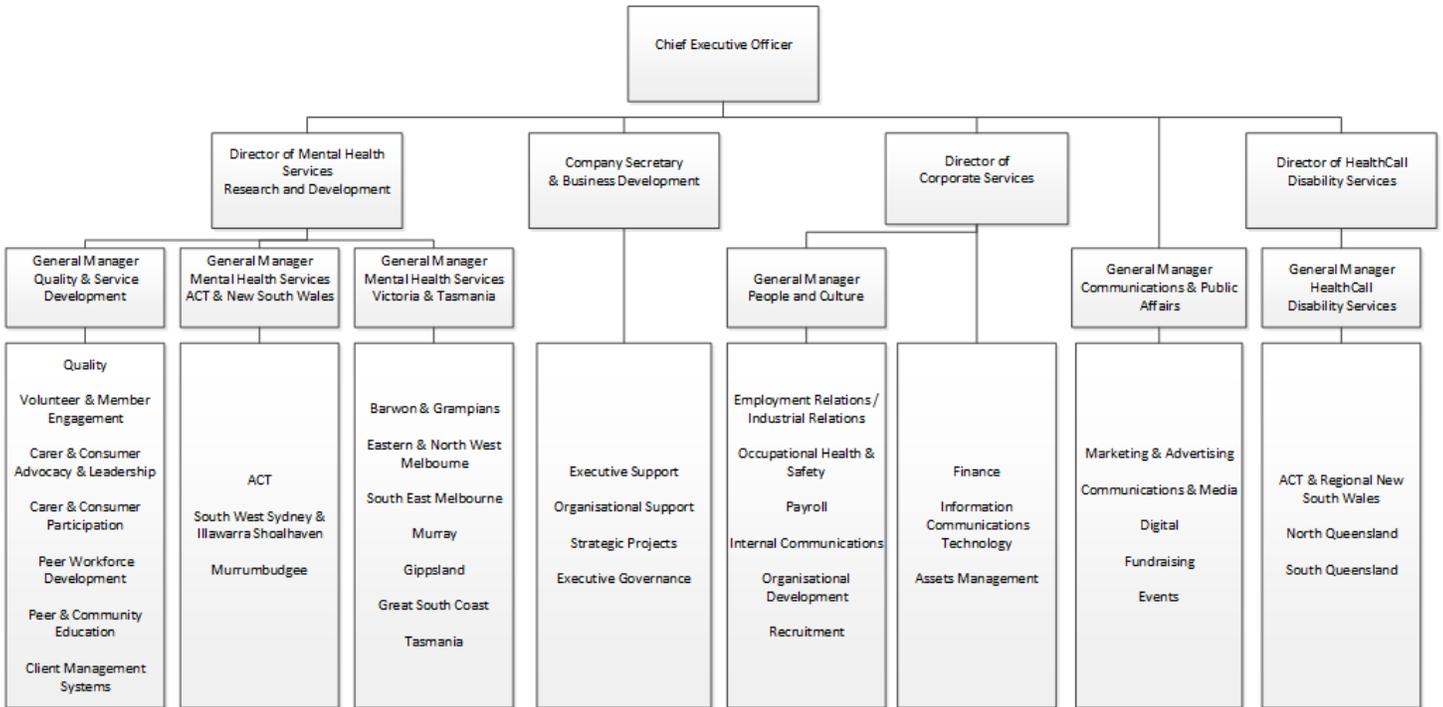
People – Number of Directs: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Wellways Organisational Structure



Position in Context

