

Position description

Consumer Participation Development Coordinator

Section A: position details

Position title:	Consumer Participation Development Coordinator
Employment Status	Part time (0.6FTE-0.8FTE)
Classification and Salary	CSS Level 5 from \$79,740 - \$83,649 (based on skills and experience)
Location:	Neami Head Office, Preston
Hours:	Monday to Friday 9:00am – 5:30pm
Contract details:	3 year maximum term contract

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

We are a smoke free organisation.

Position overview

Neami, in line with the rest of the community mental health services sector, is experiencing a period of unprecedented change with regards to funding and models of service provision. The Neami Service Development team oversees strategic business development and is responsible for ensuring the organisation remains adaptive and responsive in this changing environment.

A critical aspect of this role is enhancing the capability of the organisation to secure funding for services and projects into the future and to act as an internal consultant to support head office functions.

Neami requires an enthusiastic individual with a lived experience of recovery to support the development of consumer participation initiatives for a broadening range of funding models, programs and services.

The Consumer Participation Development Coordinator will take a capacity building approach, and is responsible for fostering and coordinating initiatives that support an active and inclusive approach to consumer participation throughout the organisation.

Some after hours and interstate travel maybe required.

Period of employment

Maximum term 3 year contract, subject to a 3-month probationary period.

Accountability

The Consumer Participation Development Coordinator is responsible to the Senior Manager Innovation and Projects.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Corporate Support Services Level 5: \$79,740 - \$83,649 based on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00).

Section B: application procedure

To discuss the position, please contact:

Name: Ellen McNaught
Title: Senior Manager Innovation and Projects
Contact Phone Number: (03) 8691 5300

Applications should include a CV and a Cover Letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the "Job" tab on our website to submit your application.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: **Sunday 26th March 2017**

Please visit www.neaminational.org.au for more information on our organisation, services and other employment opportunities around Australia.

Section C: key responsibilities

Capacity building

- Support Senior Manager Innovation and Projects in progressing consumer participation initiatives aligned with strategic objectives
- Act as an internal consultant to support Service Development teams (Innovation and Projects, Research and Evaluations and Business Opportunities Development), and other head office functions to increase capacity building initiatives for Neami
- Develop and deliver on best practice and resource consumer participation activities and opportunities within new environments
- Foster consumer participation in Research and Evaluation activities
- Identify, communicate and integrate new developments and best practice in consumer participation
- Undertake project development and coordination to support integration of new thinking
- Assist the Senior Manager Innovation and Projects in providing support to State Leadership teams in the development and implementation of consumer participation initiatives
- Assist in maintaining Neami's relationships and links with internal and external stakeholders and project partners
- Assist the Service Development team in relevant forums and consultations
- Represent Neami on networks as determined by strategic objectives and annual plan
- Introduce new resources and information relating to Consumer Participation and co-design, and operate as a resource to stimulate innovative thinking for stakeholders

Team Participation, projects, research and evaluation

- Participate in Service Development team meetings, initiatives and planning including operating as a key project team member on projects managed and delivered by Service Development
- Contribute to other projects within the team and across Neami aimed at improving service quality i.e. collaboratively work with State management as directed by GM of Service Development to work on state based initiatives
- Play an increased role in undertaking research and evaluation activity, whilst enhancing consumer involvement
- Contribute as required to tender submissions, supporting consumer participation in the development of new service or model design, taking into consideration what consumer participation will look like in new environments
- Actively foster a positive and enthusiastic organisational culture
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future

Communication, organisation and planning

- Provide reports and recommendations to various levels of the organisation
- Use effective, clear and positive communication to work with key stake holders at all levels of the organisation
- Contribute to management of Project budgets and ensure all targets are met within budget
- Comply with all Neami policies and procedures, the Neami Code of Ethics, and participate in regular practice development sessions
- Prepare project papers and conference presentations

Compliance and reporting

- Regularly report to the Senior Manager Innovation and Projects regarding ongoing policy and procedural requirements
- Work closely with management and key stakeholders to ensure compliance requirements are met, identified and adhered to i.e. QIP identified items
- Consistently contribute to process improvement across all aspects of compliance and reporting
- Ensure accurate data is entered in relevant monitoring systems and mechanisms
- Assist with other administration and /or other duties where necessary and as required
- Assist with relevant framework review and development
- Collate and analyse data to produce reports

Section D: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

Working with people and building connections

- Demonstrates an interest and understanding of others and relates well to people at all levels
- Uses clear and positive communication to work with and foster partnerships with key stakeholders
- Contributes to the collective wisdom of the team and builds team spirit
- Listens, consults others and communicates proactively to address conflict
- Expresses opinions, information and key points clearly
- Builds wide and effective networks of contacts inside and outside the organisation
- Shows respect and sensitivity towards diversity
- Demonstrates confidence and maturity in broaching challenging conversations

Planning, organising and analysing

- Takes initiative, acts with confidence and works under own direction
- Manages time and prioritises tasks effectively
- Identifies, prepares and organises resources needed to accomplish tasks
- Monitors performance against project outcomes, deadlines and milestones
- Works strategically with key stakeholders to realise organisational goals
- Proactively investigates new developments and trends in consumer participation
- Gathers comprehensive information to support decision making and makes judgements based on the analysis of available information
- Follows procedures and policies, demonstrating understanding of the broader context
- Undertakes Research and Evaluation activities

Presenting and communicating information

- Structures and communicates information to meet the needs and understanding of the intended audience and takes responsibility for understanding what others are saying
- Prepares written information which is succinct and clear
- Uses a personal narrative from a lived experience of recovery in an educational, sustainable and safe way
- Uses the principles of psychosocial rehabilitation and recovery orientated practice to inform practice

Project Management Conduct

- Undertakes presentations and structures information to meet the needs and understanding of the intended audience
- Writes in a well-structured and logical way
- Analyses numerical and verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Collaborates with key stakeholders to ensure a consistent understanding of projects

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains hope, and role models a positive outlook even during challenging times
- Demonstrates self-awareness and the ability to self-regulate during difficult situations
- Reflects and accepts feedback, and learns from it

In addition you will need:

- Clear commitment to consumer rights and participation in mental health services
- Lived experience of mental illness and demonstrated experience of recovery
- Computer literacy
- Current Australian driver's licence

About Neami National

Neami National is a community mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. We were founded in 1986 by a group of concerned residents wanting to support people in their local community.

Our vision is for full citizenship for all people living with a mental illness in Australia. Our mission is to improve mental health and wellbeing in local communities.

Our values and core principles are self-determination, choice, change, respect, empowerment, growth, hope, wellbeing, partnerships, diversity, learning and quality.

We believe everyone can live a fulfilling and meaningful life through connecting with the things they care about, the people around them and their local community. Our role is to work with and walk beside people in their own recovery journey, whatever that means to them and however long it takes.

Today, we support over 8,000 Australians in New South Wales, Queensland, South Australia, Victoria and Western Australia across a variety of short and longer term mental health support and housing services.

Three reasons to work with us

1. High quality services

We have a fundamental commitment to provide each person we support with the highest quality services possible that match their values, strengths and goals in life.

We base our work on the best evidence available and have our own Research and Service Development Team. We also have an in-house Learning and Development Team that offers comprehensive training to all staff throughout their time with us.

Our service model is based on the University of Wollongong's Collaborative Recovery Model, which underpins all our services and provides for consistency and measurable outcomes.

We also incorporate the Optimal Health Program from St Vincent's Frameworks for Health, our own Physical Health Prompt and other complementary tools and approaches as needed.

2. Learning and innovation

We have grown and developed a lot in the last three years, with a doubling of the number of people we support and in the staff who support them.

This growth and development can be directly attributed to the quality of our services and the culture of learning and innovation that drives us as an organisation. We believe in learning new things, considering new perspectives and testing out new ideas as we find better ways to do things.

We are always looking ahead to ensure we can take advantage of new opportunities and respond to any risks or issues that are facing us and our sector.

3. Support for staff

Everything we do to support people to improve their mental health and wellbeing relies on our talented, well trained and passionate staff team.

We know that providing support to people with complex needs is challenging as are many of the other corporate roles within our organisation.

That is why we provide a supportive environment, comprehensive training, generous leave provisions and workplace flexibility measures to help people balance work and personal commitments.