

POSITION DESCRIPTION

Manager Consumer & Carer Programs

Reports to: Deputy CEO
Direct reports: Consumer & Carer Programs Officer
Date: July 2020

Mental Health Australia Values

Mental Health Australia has endorsed the following principles. These serve as a guiding set of values informing all Mental Health Australia activities:

- Equity and social justice
- Inclusiveness and collaboration
- Integrity and diligence
- Responsiveness to need
- Tolerance and understanding of diversity
- Professional competence.

Position Purpose

The Manager Consumer & Carer Programs is responsible for:

- facilitating the business of the National Mental Health Consumer & Carer Forum (NMHCCF), which includes providing secretariat, policy and project support.
- managing the relationship between Mental Health Australia and the NMHCCF, through a trustworthy and trauma-informed approach.
- strengthening policy and advocacy positions and capacity for mental health consumers and carers working with Mental Health Australia.

Position Responsibilities

- Provide secretariat support to the NMHCCF and its working groups, including coordinating NMHCCF meetings and project activities, liaising with NMHCCF members and acting on decisions
- Develop and implement business strategies, work plans and budgets to achieve business objectives, in collaboration with the NMHCCF Executive.



- Conduct research on mental health policy and formulate submissions and position statements, in consultation with NMHCCF members.
- Provide high level policy support to NMHCCF members, including representatives on external committees through activities such as briefings, access to policy experts, etc.
- Liaise with NMHCCF members (and consumers and carers in Mental Health Australia's broader networks, as required), to ensure broad mental health consumer and carer input to national mental health policy initiatives.
- Develop and maintain a contemporary knowledge base of issues facing the mental health sector in Australia with particular reference to issues facing consumers and carers
- Develop partnerships and build relationships with key agencies involved in improving the mental health outcomes for consumers and carers, including state health departments and federal government departments
- In partnership with the NMHCCF Executive, support and develop a robust NMHCCF membership, including strategies for the training and development of NMHCCF members.
- Advocate on behalf of and present the NMHCCF and/or consumer and carer and/ or Mental Health Australia positions in a range of forums including providing input to national committees/ consultations and giving public presentations.
- Administer NMHCCF policies and procedures, in consultation with the NMHCCF Executive.
- Provide input and advice to senior Mental Health Australia staff and collaborate across the business streams in relation to consumer and carer policy areas of expertise
- Administer the MoU and Auspicing Agreement between Mental Health Australia and NMHCCF and ensure agreed processes are followed (see support provided and duties attached).

Corporate Requirements

- Participate as an effective team member within Mental Health Australia Secretariat, including assisting other members of the team when required
- Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy
- Reinforce and promote the principles of Equal Employment Opportunity and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect
- Be conversant with policies and procedures relevant to this position and workplace
- Undertake other general duties commensurate with skills, knowledge and experience.



Skills, Knowledge and Experience (Selection Criteria)

The candidate characteristics for this position include:

- Tertiary qualification in a relevant discipline, and/ or equivalent related experience
- A commitment to working in partnership with consumers and carers to achieve mental health reform
- Highly developed communication skills, both oral and written, and proven ability to exercise discretion, maintain confidentiality and guide others in order to achieve desired outcomes
- Understanding of consumer and carer advocacy and activism, trauma-informed practice, and the principles of recovery
- Ability to liaise with individuals at all levels in a variety of contexts and to work collaboratively with consumers, carers, co-workers, community groups, government agencies and individuals
- Strong project management skills, well organised, pragmatic and able to handle a diverse and complex workload and stakeholder portfolio
- Strong policy skills and experience, including proven ability to develop high quality policy submissions and position statements
- Experience representing or advocating on behalf of stakeholders or members
- Ability to work effectively with limited supervision, independently when required and contribute positively as part of a team
- Able to demonstrate values consistent with Mental Health Australia.

Desirable characteristics include:

- Knowledge and understanding of policies and issues relevant to the mental health system and/or mental health reforms in Australia
- Experience working in a small team environment with a community based organisation
- Strong business acumen and commercial skills.

Personal Attributes

- Applies a trauma-informed, person-centred approach to work
- Performs well under pressure, calm at all times and consistently grounded
- Resilient and able to set appropriate personal boundaries; professional, confident, focused and clear about purpose
- Strong sense of self-efficacy, models work/ life balance
- Able to understand and negotiate differences in opinion and maintain positive and constructive relationships
- High level of self-awareness, with the ability to recognise mistakes as an opportunity for reflection, learning and development.

