

## Position description

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# Project Coordinator Opportunities and Development

## Section A: position details

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Position title:	Project Coordinator Opportunities and Development
Employment Status:	Full time
Classification and Salary:	CSS Level 5: \$91,635 - \$93,667 pa (dependent on skills and experience)
Location:	Neami Head Office, Preston VIC
Hours:	Monday to Friday 9:00am – 5:30pm
Contract details:	12 Month max term contract, subject to 6 month probationary period

## Organisational context

The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals.

Our vision is 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.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well).

Neami National is one of Australia's largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years' of supporting people living with mental illness.

Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all of our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Owners of the land we work on and pay our respects to Elders past, present and emerging.

Neami is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

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 Business and Service Development team oversees strategic development, research and innovation within Neami and is responsible for ensuring the organisation can adapt and respond to this changing environment. A critical aspect of this is enhancing the capability of the organisation to pursue new business opportunities.

The Project Coordinator Opportunities and Development will work with the Opportunities and Development team to coordinate and support the organisation's approach to new/existing business opportunities. This includes implementing effective business development strategies that are aligned with Neami's strategic directions.

It is expected that the Project Manager Opportunities and Development will work collaboratively with the Opportunities and Development team and will take a lead role for projects and activities. Working in partnership with both Service Delivery and Business and Service Development teams, this role will help coordinate Neami's preparation for all funding opportunities. You will work with the Opportunities and Development team to gain an understanding of the approach and commissioning activity of key funding bodies, supporting the development of strategic relationships and ensuring the timely development of new service models.

A significant part of the role will be coordinating the production of high-quality tender and grant submissions, including assisting with the identification of tender opportunities, evaluation of tender processes and outcomes, and building organisational capacity in relation to tenders and opportunities. This will involve establishing project teams of relevant internal and external stakeholders, coordinating those project teams in developing content for tender submissions, writing up final tender submission documents and evaluating the process.

Supporting the development and implementation of mechanisms and tools to track performance of Opportunity and Development activities will also be important in informing Neami's ongoing Business Development strategies.

It is expected that the Project Coordinator Business Opportunities and Development will have excellent, written and verbal communication; stakeholder engagement and project management skills; and an ability to work to tight deadlines. You will have experience in writing high-quality, professional documents, with experience in tender writing and coordination an advantage. Knowledge of the mental health and/or community services sector is highly desirable but not essential.

Tight submission deadlines mean there may be times when the Project Coordinator Opportunities and Development will be required to work some additional hours. Where this occurs, they will be supported by Time off in Lieu according to the Neami National Employment agreement. As Neami is a national organisation, there may also be occasions when interstate travel is required.

## Period of employment

Full-time 12 Month max term contract, subject to 6 month probationary period

### Accountability

The Project Coordinator Opportunities and Development position is directly responsible to the Senior Manager Opportunities and Development.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – CSS Level 5: \$91,635 - \$93,667 pa (dependent on skills and experience)

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

Core requirements prior to any offer, or commencement of employment:

- 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.
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

## Section B: application procedure

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To discuss the position, please contact:

Name: Tara Laursen  
Title: Senor Manager Opportunities and Development  
Contact Phone Number: 0438 529 612

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 separate written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the “Job” tab on our website and click on ‘View available positions’ to submit your application
- Ensure files are in Word (.doc) or Adobe Reader (.pdf) format and upload your resume and cover letter where indicated

Closing date for applications: ***Sunday 12 July 2020 (with interviews to take place in late July)***

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.

## Section C: key responsibilities

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### Support Neami's approach to new business opportunities

- Work collaboratively with the Business Opportunities and Development team to implement effective business development strategies and coordinate Neami's approach to new business opportunities such as:
  - Tenders and grants
  - Innovative service delivery and funding models
  - New relationships and partnerships
  - Acquisitions and mergers as required
- Support and inform the thinking of the National Leadership Team (NLT) in relation to new business opportunities
- Support the development and implementation of mechanisms and tools to track the performance of Business Opportunity and Development activities

### Coordination of tender and submissions process

- Support the identification of tender and grant opportunities through monitoring daily subscription emails
- Work collaboratively with the Business Opportunities and Development team to coordinate tenders, at times taking on a lead coordination role. Coordination will include the following tasks:
  - Coordinate and support the establishment of tender project teams comprising key internal stakeholders such as Senior Managers, Service Managers and other service delivery staff, as well as Communications and Finance staff
  - Engage external stakeholders in project team processes as required
  - Liaise with relevant funding body as required in relation to clarification questions
  - Collaborate with tender project teams to develop content for tender submissions, including proposed service model, budget and evidence of Neami's capacity to deliver the proposed model
  - Collaborate with tender project teams to ensure tender submissions comprehensively address all tender selection criteria
  - Undertake the write up of final tender submission documents
  - Collaborate with the Communications team in developing the design and layout of tender submission documents, as well as any graphics
  - Coordinate proof reading and review of tender submission documents
  - Coordinate final approval of tender submission documents
  - Work to clearly defined timelines to ensure tender submissions meet required deadlines
- Monitor and track tender and grant progress, status, risks and any other issues ensuring ongoing communication with the Senior Manager Business Opportunities and Development
- Collaborate with the tender project teams to review tender submission project processes
- Collaborate with tender project teams to evaluate tender submissions, taking into account outcome and feedback
- Work collaboratively with the Business Opportunities and Development team to build capacity within the organisation in relation to tenders

## Coordination and support of innovative service delivery and funding models

- Coordinate preparation for new service delivery and funding models that have been identified as being of strategic importance by:
  - Researching service models and evidence base
  - Developing a Neami service model
  - Liaising with service delivery managers to develop local strategic partnerships
- Work closely with the broader Service Development team to support new and ongoing projects

## Development of strategic relationships

- Coordinate and support the development of strategic relationships by:
  - Gathering information about potential relationships
  - Exchanging information with the NLT
  - Coordinating and centralising information about relationship and partnership-building
  - Support new relationships, partnerships and consortia

## Gather information about the commissioning activity of key funding bodies

- Gain an understanding of their expectations, motivations and models by proactively:
  - Monitoring updates, websites and newsletters
  - Attending briefing and information sessions
  - Engaging with key individuals, for example procurement managers and mental health project leads

## Section D: key competencies

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### 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 relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Demonstrates self-awareness and the ability to self-regulate during difficult situations
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Listens, consults others and communicates proactively in an open and honest manner
- Establishes professional working relationships that have clear boundaries with staff, consumers and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Motivates and empowers others
- Validates the achievements of others, and gives clear, honest feedback in a timely manner

### Managing projects

- Sets clearly defined objectives, taking account of possible changing circumstances
- Works in a systematic, methodical and orderly way; taking initiative and working under own direction
- Manages time effectively, prioritises and delegates work appropriately and fairly
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Devises effective change initiatives and sets and develops strategies

- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Structures information to meet the needs and understanding of the intended audience

## 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
- Puts appropriate boundaries around personal issues
- Maintains hope, and role models a positive outlook during challenging times at work
- Reflects and accepts feedback, and learns from it

## In addition you will need:

- Excellent written and verbal communication skills
- An ability to work effectively to tight timelines
- Knowledge of the mental health and/or community services sector in Australia highly desirable
- Sound computer literacy
- A relevant tertiary qualification is desirable
- Current Australian driver's licence