



## **MANAGER - BEING Supported Position Description**

July 2020

**Immediate start required**

<b>Title:</b>	<b>Manager - BEING Supported</b>
<b>Employment type:</b>	Full Time – Fixed term contract to 18 <sup>th</sup> December (possible extension pending funding)
<b>Location:</b>	Woolloomooloo. NSW
<b>Salary:</b>	Social, Community, Home Care and Disability Services Industry Award [Level 7
<b>Reports to:</b>	CEO
<b>Supervises:</b>	All staff and volunteers of BEING Supported

### **About BEING**

BEING is the independent, NSW peak organisation for people with lived/living experience of mental health issues and emotional distress. Our primary focus is to ensure the voices of people with mental health issues are heard by decision makers, service providers, and the community.

With a long-standing history of operation, BEING is in a unique position to influence NSW policy, legislation, and service delivery, to improve the outcomes for the communities we serve by providing advice to the mental health sector on people's views and experiences of the way mental health services are delivered. We support people to advocate and provide input into decision making at all levels through a co-design process and peer-led activities.

BEING has a strong focus on human rights, and as such advocate for the rights of people with mental health issues and emotional distress to live and participate in the communities they choose. We are a value-based organisation whose work is underpinned by Recovery-Oriented and Trauma-Informed principles including respect, social justice, and transparency, and a belief that recovery is possible for every individual. BEING engages with their members, Government, Community Managed Organisations, and the community through the provision of resources and information, consultations and submissions, research and evaluation, and education and training.

### **About the program**

BEING is excited to introduce a new stream of peer support specialists to their organisation to offer supportive, reassuring, non-crisis assistance over the phone and via online platforms through a six month pilot program.



The aim of BEING Supported – Mental Health Peer Support Line is to support the empowerment of people living with mental health issues in taking charge of their own lives while promoting independence and self-care strategies, particularly during the CO VID-19 period.

BEING Supported is due to commence full operation as of 14<sup>th</sup> July 2020, hence we require someone who is able to commence in this important role immediately.

## **About the Role**

The Manager - BEING Supported will work with the CEO to manage the successful establishment and operations of the BEING Supported Warmline.

A key responsibility will be to build the organisational infrastructure and operationalize delivery of an innovative and sustainable operation beyond the initial six-month pilot program of BEING Supported, whilst providing line management to staff of the program.

## **Duties and Responsibilities**

- Lead and manage a team in the establishment, implementation, and evaluation of BEING Supported in line with BEINGS's Strategic Goals, Values and Vision.
- Oversee and manage the day-to-day operations of the Warmline, including working with the CEO to develop key operational documents such as Operations Manual, Engagement Strategy, Marketing and Communications Strategy.
- Work with the CEO and BEING staff to establish internal processes as required.
- Oversee and manage staffing budgets for Peer Support Specialists and Senior Peer Support Specialists, ensuring alignment with FTE/Budget requirements.
- Oversee and manage BEING Supported staff rosters, ensuring appropriate coverage of all shifts.
- Ensure all aspects of the business are in collaboration with people living with mental health issues.
- Ensure robust systems are established to collate baseline data information for evaluation and reporting purposes.
- Management of Peer Support Specialists and Senior Peer Support Specialists, including completion of three- and six-month performance appraisals, and professional development processes.
- Maintain and manage reporting requirements to both the CEO and the funding body in line with funding KPI's.
- Seek opportunities for future and ongoing funding to ensure sustainability of the program.
- Lead and influence continuous improvement mechanisms.
- Undertake other operational and leadership duties as required.

**Essential Criteria:**

1. Prior experience in managing workplace programs in a NFP or CMO role.
2. Previous experience in recruitment, supervising and managing staff, including professional development and performance management
3. Thorough understanding of the principles and values of consumer peer support work
4. Understanding of working in co-design processes and managing co-design committees
5. Demonstrated experience of working with people with disability in a similar position, and an understanding of the needs of people living with mental health issues to advocate for themselves and others
6. Highly developed written and verbal communication
7. Demonstrated problem-solving and conflict resolution skills
8. Demonstrated experience working with data and data entry processes
9. Excellent Interpersonal and personal skills.

**Desirable Criteria:**

1. Personal experience of mental health issues and the ability to draw upon own personal recovery journey to inform your work.
2. Knowledge of the mental health sector in NSW.
3. Previous experience in working with mental health peer workers and people with mental health issues.

BEING is an Equal Employment Opportunity employer. This means we apply affirmative action strategies to the employment of people with personal lived/living experience of mental health issues.