



Program Manager – Suicide Support and Prevention

Title	Program Manager – Suicide Support and Prevention
Salary Classification	SCHADS Level 6
Weekly hours	Fulltime
Employment type	Fixed term contract to June 2022
Reporting line	Chief Executive Officer
Direct reports	Staff, volunteers and contractors of the Suicide Support and Prevention Program

About BEING

BEING is the independent, NSW peak organisation speaking with and 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, and leads and influences systemic change in services and systems.

BEING is committed to human rights principles of diversity, inclusion, and equity and believes that recovery is possible for all people who live with mental health issues and emotional distress.

With a long standing history of 26 years of operation, **BEING** is expanding and growing a service provision portfolio, to support people dealing with the day-to-day impacts of mental health issues in their daily living, as well as support the expansion and growth of the lived experience workforce

Our current programs include:

- BEING Supported – Mental Health Peer Support Line
- BEING Leadership Academy
- BEING Suicide Prevention
- BEING Lived Experience Network
- BEING Peer Workforce Network

Primary purpose

The Program Manager will coordinate the Suicide Support and Prevention Program at BEING, through leading the growth and promotion of the program, and provide expert and technical support/advice to the Ministry of Health – Mental Health Branch and other government bodies.

The role requires someone who is flexible and adaptive to the changing pace, and growth of the organisation and the Mental Health and Suicide Prevention landscape in NSW and Australia. The Program Manager will work with people who identify as living with mental health issues and suicidal ideation or attempts to raise the profile of Suicide supports and prevention within our organisation and raise awareness of the stigma associated with suicide.

Integral to the role is utilising the personal lived/living experience of mental health issues and suicide attempts or ideation, and an understanding of the broader lived/living experience expertise and leadership, and the core principles and values of co-design methodologies of the programs.

Key accountabilities

- Manage the day-to-day operations of the BEING Suicide Support and Prevention Program in line with the program funding, including operations, staffing, project management, resource development, budgets, risk management and compliance.
- Recruit, manage and lead staff and contractors of the SSPP, including managing performance and professional development of roles reporting to this position and ensure alignment of all staff with BEING's strategic direction, Values and Mission.
- Build strategic partnerships with people with lived experience leads, government partners, and other key stakeholders to ensure efficacy of program delivery.
- Manage contract negotiations, milestone deliverables and reporting to funding bodies.
- Ensure robust systems are established to collate baseline data information for evaluation and reporting purposes.
- Provide input into the governance structure of the NSW Government's Zero Suicides in Care and Towards Zero Suicides on a broader scale,
- Contribute technical advice on governance functions in the implementation and coordination of the NSW Government's Towards Zero Suicides initiatives, including reviewing and providing timely feedback on work undertaken by the Ministry of Health - Mental Health Branch (MHB).
- Contribute to co-design methodology for the NSW Government's Zero Suicides in Care to ensure the inclusion of people with lived/living experience of suicide or suicidality.
- Support Local Health Districts and mental health services implementation of inclusion of people with lived/living experience of mental health and suicidality.
- Design, develop and evaluate the Lived Experience Suicide Support group program, working closely with the BEING Leadership Academy to develop the traineeships for the program.
- Demonstrate a commitment to principles and practices of co-design, recovery and trauma informed practices for all staff, volunteers, and clients of BEING Supported.
- Manage sustainability of the program through sourcing new and ongoing funding opportunities.
- Contribute to the development, maintenance and implementation of policies and procedures.
- Develop and maintain strong relationships with internal and external stakeholders with vested interests to ensure successful completion of the program.
- Other duties as required.

Key challenges

- The position holder must display professional and effective communication and liaison skills with both internal staff and external stakeholders at all levels.
- The role requires the ability to pay attention to detail, maintain a flexible and resourceful approach to effectively multi-task and manage workload.
- Anticipates competing needs and demands of co-design process.

- Working within tight timelines to establish, facilitate and evaluate the peer support group pilot program.
- Competing demands of own role and managing staff and contractor roles.
- Managing the competing demands of the program and the NSW Government requirements of the role.

Key relationships and role dimensions

Who	Why
Chief Executive	<ul style="list-style-type: none"> • Receive guidance and direction on the rollout of the Suicide Support and Prevention Program (SSPP) • Collaborate on funding deliverables including budgets, reporting, risk mitigation • Inform, advise and escalate emerging and sensitive issues
Colleagues	<ul style="list-style-type: none"> • Develop and maintain effective relationships • Collaborate on matters, exchange information, provide advice and seek feedback • Contribute to the achievement of outcomes for all funding grants
External and other parties	<ul style="list-style-type: none"> • Maintain effective relationships with key contacts to facilitate high quality advice, products and services • Engage with government department to provide technical advice in the Towards Suicides and Towards Suicides in Care projects • Development of professional relationships with people who experience mental health issues and suicidal ideation/attempts • Respond to queries or redirect to relevant party for review and resolution

Decision making

- The role works across the organisation and with external stakeholders to ensure the effective delivery of the program in line with scope and funding guidelines.
- Representing the strategic direction, Values and Mission of BEING at all external meetings.
- Responsible for quality and integrity of advice provided to internal staff and stakeholders.

Reporting line

The position reports to the Chief Executive.

Direct reports

Staff, Contractors and Volunteers of BEING Suicide Support and Prevention Program.

Essential requirements

1. Personal experience of living with mental health issues and suicidal ideation/attempts and demonstrated ability to utilise your own recovery journey to support and inspire hope and recovery for others.
2. Demonstrated skills and experience of senior management expertise in a similar or related field.
3. Demonstrated experience in operational and program management including establishing new services, managing budgets, and managing contract negotiations, delivery, and reporting.
4. Demonstrated experience of recruiting, supervising, and managing staff, including professional development and performance management
5. Demonstrated experience in working alongside and engaging with people with lived experience, and the use of codesign methodologies.
6. Demonstrated ability to work autonomously and as part of a team to see a project from establishment through to completion.
7. Excellent interpersonal partnership management skills, with experience working collaboratively with government departments and other key stakeholders.
8. Demonstrated ability to multitask, adapt to changing agenda's, and work under pressure and to tight timelines
9. Strong decision making and problem-solving skills
10. Professional level of interpersonal, verbal and written communication skills

Desirable Criteria:

- Tertiary qualifications in the health field, social sciences, or business management, or equivalent years of experience.
- Knowledge of the mental health and suicide prevention landscape in NSW and Australia.
- Experience in working in a Not For Profit (NFP) or Non-Government Organisation (NGO)

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.