

Position description

Project Coordinator – South Australia

Section A: position details

Position title:	Project Coordinator – South Australia
Employment Status:	Part Time (0.5 FTE)
Classification and Salary:	CSS Level 5 from \$91,635 - \$93,667 pro rata
Location:	Neami National, 215 Grenfell Street Adelaide
Hours:	Between Monday to Friday 9:00am – 5:30pm
Contract details:	Maximum Term Contract until 30 June 2022

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 over 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.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded. Neami National 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 an environmentally conscious organisation.

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

Reporting to the State Manager, South Australia and working collaboratively with the State Leadership Team, the Project Coordinator will take a leadership role in the coordination and delivery of a range of state-based projects in accordance with strategic directions and priorities. Projects will be diverse in subject and nature and will predominantly be delivering continuous quality improvement and innovation.

Projects will include direct delivery of project elements as well as coordinating project teams of internal and external stakeholders, developing project plans, reports, frameworks, research, evaluation and practice guides. Co-design, research, evidence and collaboration are critical to our approach along with working collectively with consumers, lived experience, Neami teams and professionals representing a wide range of organisations.

It is expected that the Project Coordinator will have experience in project management and stakeholder engagement, excellent written and verbal skills, the ability to be adaptable and able to work with broad stakeholder groups and subject matters. Experience in mental health and/or community sector services, as well as the ability to apply change management processes, and work with complexity to meet deadlines.

Neami promotes and values lived experience, diversity and inclusion. Individuals from diverse cultural backgrounds, have caring responsibilities, are Aboriginal and/or Torres Strait Islander, identify as LGBTIQ, live with disability and/or have lived experiences of mental illness and recovery are strongly encouraged to apply.

Period of employment

Maximum term contract to 30 June 2022; subject to a 6-month probationary period.

Accountability

The Project Coordinator – South Australia is accountable to the State Manager and works in collaboration with the State Leadership Team.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 5 from \$91,635 - \$93,667 (pro rata) depending 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: key responsibilities

Implement and support state strategic and priority projects

- Project Management, taking a lead or coordination role according to project requirements
- Lead the adoption of co-design, research, evidence and a collaborative approach
- Working collectively with consumers, lived experience, Neami teams and professionals representing a wide range of organisations relevant to project deliverables and approach

- Recruit and support consumers interested in engaging in project activities
- Establish structures, plans and approaches that promote accountability, transparency, collaboration and timely delivery of outcome
- Foster a culture of continuous quality improvement
- Monitor project activities to ensure they are consistent with Neami's values
- Evaluate the impact of key projects.

Work in Partnership

- Engage internal/external stakeholders in project design/delivery (where applicable)
- Coordinate and participate in committees and/or meetings with relevant internal and external stakeholders
- Provide guidance, coordination and capacity building across Neami teams (where applicable).

Communication, organisation and planning

- Provision of project reports and recommendations to Senior Management
- Use effective, clear and positive communication to work with key stakeholders at all levels of the organisation
- Actively foster a positive and enthusiastic organisational culture
- Comply with all Neami policies and procedures, the Neami Code of Ethics, and participate in regular practice development sessions
- Prepare and promote project papers and conference presentations where necessary
- Contribute to management of project budgets and ensure all targets are met within budget
- Work with Communications team to ensure relevant resources and reports are communicated effectively.

Team Participation

- Participate in State Leadership Team meetings and initiatives
- Contribute to other projects within the team and across Neami aimed at improving service quality and designing then implementing innovations
- Contribute to team design and development processes.

Records management

- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date

Section C: 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 workforce 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 who: are from diverse cultural backgrounds, Aboriginal and Torres Strait Islander, identify as LGBTIQ, live with disability and/or have 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 builds team spirit
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Establishes positive working relationships with people at all levels of the organisation and external stakeholders
- Expresses opinions, key points and information clearly
- Understands and responds to different stakeholder communication needs
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development
- Establishes respectful professional relationships that have clear boundaries with consumers/carers, staff and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Manages conflict in a fair and transparent manner
- Clearly conveys organisational knowledge (collects, classifies, and disseminates), providing others with a clear direction

Planning, implementing, analysing and problem solving

- Manages time effectively, prioritises and delegates work appropriately and fairly
- Follows procedures and policies, demonstrating understanding of the broader context
- Understands the concepts of confidentiality and integrity to manage project data
- Understands newly presented information and is proactive about learning tasks
- Plans activities/projects in advance and takes account of possible changing circumstances
- Leads and supports continuous improvement through new ideas and change initiatives
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Make prompt, clear decisions which may involve tough choices of considered risks

- Supports the implementation of organisational goals, while seeking opportunity for organisational improvement
- Purposefully analyses numerical data, verbal data, and all other sources of information
- Demonstrates an understanding of how site-specific practices fit into larger organisational structures

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
- Constructively, and effectively manages conflict

In addition, you will need:

- Computer literacy
- Tertiary qualifications in a health-related field