

## Position Description



<b>Position Title:</b>	CHECK-IN Support Officer
<b>Reports to:</b>	Membership Lead
<b>Department:</b>	Membership
<b>Position type:</b>	Part-time (0.6 FTE, 3 days)

## About VMIAC

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health issues or emotional distress. We work from a rights based perspective.

*Our vision is a world where all mental health consumers stand proud, live a life with choices honoured, rights upheld, and these principles are embedded in all aspects of society.*

We undertake individual, group and systemic advocacy and our work includes research and evaluation, education and training, information provision and resource development, as well as limited specialist support programs. We have a strong and continuous focus on engagement with members, and on informing and supporting them in becoming empowered and having their voices heard.

VMIAC is owned, governed, managed and staffed by people with a lived experience. We aim to be an organisation in which the diversity of people with a lived experience can meaningfully and powerfully contribute and the employer of choice for the mental health lived experience workforce. We know that by working well together we become a true force for systems change and reshaping consumer experience.

[www.vmiac.org.au](http://www.vmiac.org.au)

**Vision:** The Victorian Mental Illness Awareness Council believes that all people with a mental illness and/or emotional distress deserve respect, dignity, fairness and honesty within the framework of human rights.

**Mission Statement:** The Victorian Mental Illness Awareness Council (VMIAC) will always work towards ensuring that people, who have experienced mental illness and/or emotional distress, are at all times treated with respect, dignity, fairness and honesty, ensuring their right to empowerment, personhood and equal citizenship.

### **CHECK-IN Overview:**

CHECK-IN is a peer support and connection program for those with a lived experience of emotional distress or mental illness, who are living in Victoria. The program was developed in response to consumers wanting connection and support during the COVID19 pandemic. CHECK-IN group programs are delivered both in-person and via Zoom.

## Working Relationships:

Internal	External
CEO	Consumers and Consumer Groups
Co-lead Interim External Relations	Mental Health Services – Clinical and Community
Advocacy team	Department of Health and Human Services
Community Liaison Manager	Carers and Family Members
Advocacy and Reception Team	Other community service organisations
CHECK-IN Team	

**Principle Objective:** To support with facilitation of group programs and evaluate VMIAC's CHECK-IN Peer Support programs.

### Specific Responsibilities:

#### Evaluation

- Conduct evaluation activities to assess the impact and effectiveness of CHECK-IN program
- Collect and analyse program data, interpret findings and suggest program changes
- Conduct routine analysis on program process and outcome data
- Draft written reports and presentations related to evaluation process and findings
- Conduct reviews of program-related documents, data files, published information and official reports
- Manage and upgrade current databases in use
- Conduct phone interviews and focus groups for evaluation purposes
- Provide support in facilitating the CHECK-IN Group Programs
- Where appropriate, refer consumers to services that may be better equipped to meet their needs.

#### Administration

- Review incoming emails, respond to consumer enquiries and refer any other requests to the relevant team member.
- Keep clear and accurate notes and advocacy plans in accordance with VMIAC policy and procedure and relevant legal obligations.
- Attend monthly project planning to set activities for the period.
- Formal reporting of program activity
- Ensure that accurate consumer information is documented and stored confidentially, within the VMIAC database

#### Teamwork and Communication

- Attend and represent VMIAC at identified education, training, and information workshops and forums.
- Attend Team Meetings, contributing to the growth and development of the team by providing feedback, information, raising issues to discuss and identifying training needs, unless required elsewhere as a priority.
- Attend fortnightly staff meetings
- Provide peer support to colleagues where possible and when it's safe to do so, working towards creating a safe and happy workplace.

- Actively contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace, raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers and visitors.

## Skills, Competencies and Behaviours

### Essential:

1. Must be available to work on Monday & Thursdays
2. A lived experience of mental health issues with knowledge or experience of the issues facing consumers of mental health services.
3. A current Victorian Drivers Licence and is prepared to travel for work purposes.
4. Current Police Check & Working with Children's Check
5. Previous experience facilitating groups.
6. Research and evaluation skills and experience.
7. Demonstrated commitment to consumer participation at an individual, group and organisation level.
8. Experience communicating, collaborating with and representing a diverse range of people in both an individual and a group setting.
9. Strong organisational skills with an ability to effectively plan work to meet objectives, apply frameworks and meet deadlines.
10. Demonstrated written communications skills with experience writing letters, reports, case notes and submissions.
11. Sound verbal communications skills and professional presentation.
12. Intermediate skill in Microsoft Office and experience working with a client database.

### Desirable

13. Tertiary education in community services, community development or other relevant area or an equivalent combination of experience, education or training.
14. Willingness to engage in Narrative Therapy, Intentional Peer Support, and Art Therapy approaches when delivering programs.

## Support and development

VMIAC will provide support and regular supervision to the position. The Check-in Support Officer is expected to take a continuous learning approach to extending their skills, expertise and knowledge and will be supported with a tailored professional development program.

<b>PERFORMANCE APPRAISAL:</b>	Conducted annually as per schedule.
<b>TRAINING:</b>	To be negotiated

I, \_\_\_\_\_ (**print name**) acknowledge that I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description and that I understand the implications if I don't follow the Quality Management System.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

cc: Personnel File