

## Position Description



<b>Position Title:</b>	Consumer Workforce Liaison
<b>Reports to:</b>	Advocacy and Workforce Lead
<b>Department:</b>	VMIAC Advocacy and Workforce Team

### About VMIAC

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health 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 in 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 to be 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)

### Position overview

MHRV is funding one position at each of VMIAC and TANDEM for a workforce liaison. The workforce liaison will increase the capacity and capability of VMIAC to engage with the reform agenda and programs of work related to workforce strategy, planning and structure.

#### Objectives

The objective of funding two positions, one at each of the peak bodies, is to:

- Enable consumer and carer perspectives to support and guide workforce initiatives associated with Royal Commission recommendations
- Strengthen relationships between the Mental Health Division with peak bodies to support workforce reform initiatives from the Royal Commissions interim and final reports.
- Provide capability and capacity to VMIAC to support the department to work collaboratively with people with lived experience.

#### Role Purpose

The VMIAC Consumer Workforce Liaison will support and partner with the Mental Health Division on a number of activities, including (but not limited to):

- commissioning processes such as specification development and procurement

- governance and project control groups and leadership on behalf of the sector
- liaison with consumer and family-carer stakeholders
- support and build co-design opportunities with the lived experience consumer workforces.
- communicate with the sector for opportunities for co-design, collaboration and consultation.

The work plan will include activities focussed around supporting the workplans for implementation of:

- Recommendation 6 from the Commission Interim report
- Recommendations 57-59 from the Commission final report.

### **THIS IS A LIVED EXPERIENCE CONSUMER POSITION.**

Applicants must have lived experience of mental health issues or emotional distress and of being a consumer of mental health services, as well as an understanding of the consumer movement and its underlying principles. Applicants must consider themselves to be work ready.

### **Specific Responsibilities:**

#### **Consultation**

- Lead the development of VMIAC's strategic communication with consumers in the development of an increased and effective consumer workforce.
- Engage the current consumer and peer workforce in co-design and co-production to create appropriate and effective recruitment, training, development, supervision and mentoring programs and activities.
- Facilitate a range of consultative processes with consumer and peer workers to have their voices heard and communicated to DHHS in the implementation of the recommendations of the Royal Commission.
- Ensure priority issues are well communicated and represent the perspectives and experiences of mental health consumers to the DHHS.

#### **Teamwork**

- Work under the direction of VMIAC's Code of Conduct contributing to a safe, supportive and happy workplace;
- Attend and contribute to full staff meetings, team meetings and other forums as appropriate providing information and feedback;
- Embrace and adopt VMIAC's Code of Conduct to working to create a safe, supportive and happy workplace;
- Respect boundaries and providing peer support to colleagues where it is safe to do so;
- 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;
- Complete tasks as assigned and requested by management.

Key Result Areas	Key Performance Indicators
Policy	<ul style="list-style-type: none"> <li>• Completion of planned tasks and projects within time and quality requirements</li> </ul>
Information and Resources	
Projects	
Teamwork	

**Working Relationships:**

Internal	External
CEO	Department of Health and Human Services Mental Health Division
Advocacy and Workforce Lead	Mental Health Reform Victoria
All Staff	Consumers and Consumer Groups
Policy and Communications Manager	Peer workforce
Royal Commission Team and specific staff members reporting to this position	Mental Health Services

**Knowledge, Competencies and Behaviours**

1. Lived experience as a consumer of public mental health services is essential for this role;
2. Sound understanding of experiences and perspectives of people with mental health challenges;
3. Knowledge of the consumer and peer workforce;
4. Effective communications skills, with demonstrated relationship management and stakeholder engagement experience;
5. A strong commitment to the protection of human rights and the fostering of equality;
6. An open-minded and inclusive attitude, including a willingness to work with diverse consumer experiences;
7. Effective problem-solving and analytical skills;
8. Efficient and effective time management skills including a demonstrated ability to prioritise work under limited supervision to meet timelines;
9. A current Victorian driver's licence, Police and Working with Children check is essential;
10. A strong team player committed to achieving team outcomes.

**Desirable**

1. A positive, 'can-do' approach with a passion and commitment to achieving the best outcomes for the consumer and peer workforces;
2. Experience in using social media. Some skills in graphic design, web site management or other communications are desirable but not essential;
3. Strong self-motivation and ability to work independently and meet the requirements of a formal workplan.

**Equipment**

- Use of company vehicle where necessary for business purposes.

**Special Conditions**

- Rural and metropolitan travel is required to meet with consumers, service providers and other agencies;
- Overnight stays outside locality may be required on occasions.

### Support and development

VMIAC will provide regular supervision to the person in this role. All VMIAC roles include training and development opportunities, which can include the development of leadership and other required skills and attendance at conferences.

<b>PERFORMANCE APPRAISAL:</b>	Conducted annually as per schedule.
<b>TRAINING:</b>	Refer to Annual Training Calendar

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