

POSITION DESCRIPTION

Position title:	Personal Assistant
Time fraction:	0.8 – Full time
Salary Range:	\$75,000 - \$80,000 1.0 FTE (pro-rata for part time)
Start Date:	July 2021
Reports to:	This position reports to the CEO
Location:	Tandem Office, Abbotsford

1. About Tandem

Who we are:

Tandem was established in 1994 and is proud to be the trusted voice of family and friends in mental health in Victoria. As the Victorian peak body with a sole focus on the needs and interests of mental health carers, Tandem's role is to provide leadership, coordination and knowledge for the organisations and individuals who are working to improve outcomes for Victorian people living with mental health issues, their family and friends. Tandem is committed to ensuring that the importance of the contribution, expertise, experiences and needs of family, friends and supporters/carers is recognised and addressed, and that they will be essential partners in recovery, service governance and delivery, planning, research and evaluation.

Royal Commission into Victoria's Mental Health System

The Victorian Government initiated a Royal Commission into Victoria's Mental Health System in February 2019 with the aim of reporting on how Victoria's mental health system can "most effectively prevent mental illness, and deliver treatment, care and support so that those in the Victorian community can experience their best mental health, now and into the future". The 3195-page final report was published on 2 March 2021. The Victorian Government has committed to implementing all 65 recommendations made in the report.

The final report of the Royal Commission recognised 'the centrality of lived experience to the planning and delivery of mental health treatment, care and support services' (p 19). Lived Experience refers to the experience of seeking help directly for mental health challenges or being a family member by birth or choice, friend or supporter of someone seeking assistance. If you are a family member/friend or supporter of someone seeking assistance from the mental health system this is a role where you can make an active difference by joining Tandem.

What we do

- We advocate for family and friend involvement in planning and care, participation in system change and support.
- We operate the FREE Tandem Support and referral line for family and friends in mental health 1800 314 326
- We promote and support the development of the Mental Health Carer Workforce and leadership.
- We inform and empower family and friends to access the National Disability Insurance Scheme (NDIS).
- We promote and collaborate on the delivery of training on family inclusive practice for mental health professionals.
- We support and advocate for the diverse needs of family, friends and other supporters of people living with mental health issues.
- We collaborate on research and policy development on matters in relevant areas.
- We raise community awareness about the important role of family and friends in mental health recovery.

- We administer the Carer Support Fund, which provides financial assistance to carers of people registered with Area Mental Health Services in Victoria.
- Tandem's members include family and friends (carers and former carers), organisations providing mental health services, regional carer networks and support groups.

2. SCOPE OF THE POSITION

The purpose of this position is to provide administrative support for Tandem's CEO and Board. This role will work closely with the CEO in managing her tasks, reports and meetings in an effective and efficient manner.

This role requires flexibility and creativity to respond to emerging issues and reform agendas including the outcomes and recommendations of the Royal Commission into Victoria's Mental Health System. You will work as part of a dedicated and passionate team to ensure the voice and experience of family and friends in mental health remains central to the reform process.

3. KEY RESPONSIBILITY AREAS

- Coordinating CEO meetings, briefings required and reports
- Being the point of contact between CEO and internal and external people
- Dealing with complex and sensitive issues.
Representing Tandem in a professional and appropriate manner.
- Provide support to Board Chair as required
- Providing support for the Board meetings including distributing papers and taking minutes

4. DUTIES

- Provide high level administrative support to the CEO
- Manage emails and correspondence for the CEO
- Produce reports and presentations for the CEO which includes compiling information, formatting and editing to produce well-presented documents
- Arrange & confirm meetings for the CEO as requested, field requests for CEO to attend meetings and brief appropriately, ensuring that all papers, agendas and minutes are provided and filed appropriately
- Manage Calendar requests and organizing meetings with internal and external contacts
- Make travel arrangements for the CEO
- Manage the CEO's office & filing
- Provide administrative support to the Board including finalising reports, agendas and minutes,
- Coordinating Board subcommittee meetings as required
- Taking minutes at Board & Member meetings
- Providing any follow up support required by the Board Chair in collaboration with the CEO

5. KEY SELECTION CRITERIA

- 3-5 years' experience in a similar role as a Personal Assistant or similar role
- Experience in the Not for Profit Sector
- Experience in working with Not For Profit Boards and Board processes
- Excellent MS Office knowledge
- Outstanding organizational and time management skills
- Excellent formatting and design skills in producing reports and presentations
- Excellent verbal and written communication skills including proofreading and editing
- Discretion and confidentiality

Desirable

- Lived experience as carer, family or a friend of a person living with mental health challenges

Personal qualities

- Empathetic: Communicates with compassion and understanding; demonstrates understanding of diverse perspectives
- Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations.
- Person focussed: listens to Tandem members, service users and stakeholders; actively seeks to meet their needs; seeks ways to improve services; committed to delivering high quality outcomes for Tandem members.
- Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication and minimises surprises.
- Teamwork: cooperates and works well with others to achieve strategic priorities, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Qualifications

Tertiary and or appropriate Qualifications in Business Administration or relevant field or relevant experience

6. REMUNERATION & CONDITIONS OF EMPLOYMENT

Salary and conditions

Salary range as stated is dependent on experience. Not inclusive of superannuation. Salary packaging plus meals and entertainment allowance is also available.

Additional requirements

A probationary period of six months applies.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

SIGNED BY EMPLOYER

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DATE:

Date: