

Position Description



Position Title:	Service Navigation
Reports to:	Corporate Services Manager
Department:	Core
Position Type:	4 days 0.8 FTE
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Community Development Worker SCHADS Level 4

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. We work from a human rights perspective

www.vmiac.org.au

Position overview

To answer all incoming calls in a professional and efficient manner, directing each call appropriately and providing a warm front of house welcome to consumers, members, volunteers, and visitors. Assist with administrative duties, supporting the team and the operation of VMIAC.

To be the first point of contact for people making enquiries regarding VMIAC Services and to navigate internal and/or external services through triage and by referral.

THIS IS A LIVED EXPERIENCE, CONSUMER POSITION:

Applicants must have lived experience of mental health issues and recovery or emotional distress and recovery and of being a consumer of mental health services. Applicants will receive supervision and support but must be work ready and able to fulfil all requirements of the role.

Specific Responsibilities

Service Navigation and Administration

- Promptly answering incoming telephone calls, taking and relaying messages and directing to the appropriate VMIAC team member.
- Warmly greeting members, consumers, and visitors to VMIAC and directing them to the appropriate VMIAC team member.
- Maintaining current knowledge of the whereabouts of VMIAC team members and maintaining thorough sign-out/sign-in procedures for members, consumers, visitors, volunteers and VMIAC team members
- Developing and maintaining a filing system accessible as appropriate by other VMIAC team members.
- Writing and distributing emails, correspondence, memos, letters, and forms
- Documenting and recording all contacts and engagements of the VMIAC database in line with recordkeeping requirements and privacy and confidentiality standards
- Maintaining contact lists
- Responding to enquiries or requests from members, consumers, and visitors to VMIAC.
- Keeping a professional and tidy reception area, stocked with current information
- Other administration duties as directed

Teamwork and Communication

- Work collaboratively as required with other members of the VMIAC team including attending and contributing to scheduled meetings
- Embrace the Code of Conduct - working to create a safe, supportive 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
- Complete tasks as assigned and requested by management

Summary of Key Result Areas

Key Result Areas	Key Performance Indicators
Service Navigation	<ul style="list-style-type: none">• Assist consumers who contact the organisation to make sure they are directed to the services (internal and/or external) that best suit their needs• Keep accurate records through the appropriate channels (VMIAC database etc)
Other Administration	<ul style="list-style-type: none">• Answer phone, email and in person enquiries
Teamwork and Communication	<ul style="list-style-type: none">• Actively participate in all team meetings and professionally communicate with other staff and external stakeholders• Maintain open communication and active support in achieving shared goals

Skills, Competencies, Behaviours and Requirements

Essential licence, qualification or registration requirements

1. Lived experience as a consumer of mental health services and recovery
2. A current Victorian Driver's Licence
3. Current Police Check and Working with Children Check

Essential skills, competencies and behaviours

- A lived experience of mental health issues and recovery is essential for this role
- Tertiary education in community services, community development or other relevant areas or an equivalent combination of experience, education or training
- Sound understanding of the mental health and community service system
- Experience in answering phones and navigating difficult topics and conversations succinctly to ensure appropriate directing of calls.
- Solid experience in database management and/or volunteer coordination
- Sound verbal communications skills and professional presentation
- Ability to work independently and unsupervised when required
- Strong communication and interpersonal skills with skills and experience in working with diversity including Aboriginal and Torres Strait Islander, LGBTI+, CALD communities.
- A demonstrated ability to connect and collaborate with a wide range of stakeholders including carers, families, mental health services, disability supports, homeless supportservices and mainstream services.
- Understanding and experience of consumer engagement principles.
- Experience in briefing individuals, e.g., succinctly, and efficiently passing on details of a call
- Strong organisation skills with ability to effectively plan and prioritise to work to meet objectives
- Sound analytical skills with the ability to review and solve problems as they arise
- Intermediate to advanced skills and competence in Microsoft Office
- Organised with effective prioritisation and planning of work, to meet deadlines
- Strong written communication and administration skills meeting reporting requirements
- Demonstrates a strong commitment to social justice and social inclusion
- A current Victorian driver's licence
- Police and Working with Children checks are requirements
- First Aid Training

Equipment:

- VMIAC has a small pool of work vehicles which are accessible by all staff via a prioritising booking system for use for work purposes if/when required. This does not include the use of VMIAC vehicles to travel to and from staff's homes to VMIAC.

Special Conditions:

- This role is office-based role at VMIAC
- Vaccination requirements as per government guidelines

Support and development

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

Employee Signature: _____

Date: _____

CEO Signature: _____

Date: _____