

## POSITION DESCRIPTION

<b>Position title:</b>	Tandem Support Services Officer
<b>Time fraction:</b>	1.0 FTE (9-day fortnight option available)
<b>Salary Range:</b>	\$75,000 - \$78,984 (1.0 FTE) to be confirmed
<b>Start Date:</b>	June 2022
<b>Reports to:</b>	Manager – Tandem Support Services
<b>Location:</b>	Tandem Office, Abbotsford (hybrid working model available)

## 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 of 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 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 provide information, education, and training to family and friends supporting people with mental health issues.
- 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

This role works predominantly on the Carer Support and Referral Line, providing non-legal advocacy for families, friends and supporters in mental health. This role will also contribute to special projects that Tandem works on during the year. The projects may be new or current projects at Tandem

## 3. KEY RESPONSIBILITY AREAS

- Tandem Support and Referral Line for family and friends in mental health
- Projects as required
- Family/Carer/Supporter Engagement

## 4. DUTIES

### 4.1 Tandem Support and Referral Line

- Engage actively in being responsive to the 1800 Tandem Support and Referral Line and the review and allocation of calls.
- Maintain and operate quality information resources to ensure provision of accurate and current information.
- Follow clear procedures and practice regarding the operation of the 1800 Tandem Support and Referral Line and keep appropriate records.
- Demonstrated skill in identifying practical and emotional needs of families and friends and supporting them in their caring role in a compassionate and professional manner.
- Demonstrated skill in responding to distress and supporting families/carers who may present in crisis and require expert direction in addressing their immediate needs within a phone- based service.
- Ensure that the advice and assistance provided is legally correct and in accordance with Mental Health Act and other relevant legislation.
- Provide timely and appropriate internal and external referrals to complementary services
- Identify and report on systemic issues.
- Provide regular reports highlighting emerging issues to management as required

### 4.2 Engagement

- Work across the range of Tandem services to identify, consult and engage with members and key stakeholders
- Contribute to the Tandem's engagement strategies
- Attend and present at meetings, consultations, and forums as required.

#### 4.3 Other

- Contribute to projects across the organisation including System Reform as required.
- Other duties as required
- Carry out all duties in accordance with Tandem policies and procedures, and legislative frameworks.

## 5. KEY SELECTION CRITERIA

### Essential

- Lived Experience as a supporter/carer of someone with mental health challenges.
- Tertiary qualification in health or related social science field
- Demonstrated knowledge of the mental health system & services
- High-level organisational skills
- Excellent conceptual skills with the capacity to understand complex material
- Experience dealing with a diverse client mix including carers with complex needs
- Research skills
- Ability to deliver projects
- Excellent problem-solving skills: ability to develop solutions
- Excellent oral and written communication skills including capacity to develop policy and explanatory reports
- High level computer skills
- A current Victorian Drivers Licence and independent travel capability.

### Other Criteria

- Sensitivity to the issues facing carers and consumers of mental health services, including those from diverse cultural and linguistic backgrounds across the life span.
- A commitment to social justice and the rights of family and friends of people living with mental health challenges.
- High-level negotiation skills, and experience in conflict resolution.
- Ability to develop key relationships and work collaboratively with state-wide stakeholder groups.
- Ability to identify a range of issues requiring referral and refer appropriately.
- Capacity to work effectively in a collaborative and consultative manner
- Excellent 'people skills' including sensitivity and perceptiveness
- Working with Children Check and Police Records Check

**Personal qualities**

1. Empathetic: Communicates with compassion and understanding; demonstrates understanding of diverse perspectives
2. 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.
3. 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.
4. 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.
5. 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.

**6. REMUNERATION & CONDITIONS OF EMPLOYMENT**

**Salary and conditions**

\$75,000 - \$78,984 base salary + superannuation + portable long service leave. Salary packaging is also available

**ACKNOWLEDGEMENT**

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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:

