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## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Mental Health and Suicide Prevention Director</b>
<b>CLASSIFICATION</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 Level 7</b>

### ROLE OBJECTIVE

The Mental Health and Suicide Prevention Director is responsible for the high-level management of LGBTIQ+ Health Australia's (LHA) mental health and suicide prevention programs. As a peak body, LHA is not a direct service or program provider. LHA works with partners across Australia to deliver programs and initiatives with LHA providing high level national coordination. This role requires demonstrated high level project and partnership management experience.

Two programs sit in this portfolio: QLife provides Australia-wide anonymous, online and telephone and Teleweb peer support to LGBTIQ+ people across Australia. Mindout develops and delivers a number of activities aimed at preventing suicide and improving the mental health and wellbeing outcomes of LGBTIQ+ populations.

Mindout is funded through the National Suicide Prevention Leadership and Support program (NSPLSP). LHA manages the following NSPLSP programs:

- National leadership in suicide prevention research translation
- National support for lived experience of suicide
- National media and communications strategy
- National suicide prevention training

The NSPLSP programs will be delivered in partnership with LHA's member organisations and key stakeholders engaged in suicide prevention activities.

The core focus of this role is to ensure that LHA's mental health and suicide prevention programs are delivered to the highest standard and are guided by current research and models of best practice. The work of this role is guided by the key performance indicators in LHA's program contracts.

This position sits in LHA's leadership team and will work closely with LHA's policy / research, ageing and aged care program, disability and palliative care and sexual violence prevention programs to ensure program integration and strategic development across the organisations' work. As a national health peak, LHA is committed to strong leadership and building the capacity of its member organisations and external stakeholders to address broader structural inequities impacting the health and wellbeing of LGBTIQ+ communities.

All staff are required to ensure that within their role and delivery of their work, they consider and incorporate the needs of the LGBTIQ+, Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls.



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## **REPORTING STRUCTURE**

This position reports to the Deputy Chief Executive Officer.

Direct reports include: QLife Manager and Mental Health and Suicide Prevention Manager.

## **PRINCIPLE DUTIES**

### **Strategic direction**

- Strategic development to ensure LHA contributes effectively to integrated and coordinated responses to mental health and suicide prevention in LGBTIQ+ communities.
- Develop strategies that identify and support innovative external partnership arrangements and source new funding opportunities for mental health and suicide prevention
- Ongoing collaboration and effective engagement with National Mental Health Commission's Suicide Prevention Office, LHA partners, NGO's and government organisations to achieve the goals identified in LHA's Beyond Urgent: Mental Health Suicide Prevention Strategy.
- Working with the SVPP Director, Deputy CEO and CEO to identify opportunities for the development of proposals to secure mental health and suicide prevention funding
- Contribute to LHA's policy work in the implementation of LHA's Mental Health and Suicide Prevention strategy and provide advice on MH and SP to LHA's policy, research and communications team.

### **Leadership**

- Provide strong leadership in the delivery of mental health and suicide prevention programs to ensure that key performance indicators are met.
- Work with LHA's leadership team to ensure compliance with all relevant legislation and contractual obligations, organisational policies, and strategic development
- Demonstrate personal integrity and professionalism and behaviours that actively promote a positive and productive organisational and workplace culture.
- Represent LHA with integrity and professionalism at relevant forums, reference groups, interagency and other committees that focus on LGBTIQ+ SVP, IPV and DFV.
- Ongoing implementation, monitoring, evaluation of effective management of Mindout and QLife programs.

### **Stakeholder engagement and communication**

- Cross sector collaboration with policy, programs, services and systems that support improved mental health and social and emotional wellbeing in LGBTIQ+ communities nationally.
- Manage stakeholder relationships and communication in a way that demonstrates respect, confidentiality and care for employees, Board of Governance members, partners and all stakeholders.
- Manage relationships with LHA program partners to ensure Mindout and QLife is delivered consistently and to the highest standard.



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- Work with advisory groups of LGBTIQ+ organisations, sector experts and/or individuals to provide a strategic and coordinated approach for LHA programs to have legitimacy and credibility.
  - Strong collaboration with LHA partners, NGO's and government organisations to improve mental health outcomes for LGBTIQ+ populations.

### **Programs and capacity building**

- Provide high level management to program managers to deliver project activities according to key outcome measures within LHA's funding agreement and preparation of annual plans to reflect these goals.
- Provide support to partner organisations delivering mental health and suicide prevention programs.
- Be responsible for the high- level management relating to mental health and suicide prevention programs, to support high quality outcomes, timely delivery and evaluation.
- Actively contribute to the development and implementation of organisational policy, particularly within areas of responsibility and accountability.

### **Operations**

- Ensure compliance with all relevant legislation and contractual obligations, organisational policies and procedures.
- Exercise financial and human resource management and delegations in accordance with the authority delegated by the Board of Directors.
- Effective management of budgets relating to Mindout and QLife programs.
- Prepare, complete and submit documentation and performance reports to funders in accordance with Organisational standards and timeframes.
- In collaboration with the Leadership Team, manage project deliverables according to key outcome measures within LHA's funding agreement and preparation of annual plans to reflect these goals.
- Ongoing engagement with LHA partners in the successful implementation, monitoring, and management of Mindout and QLife programs.

### **Other Duties**

- Perform other duties and contribute to LGBTIQ+ project activities of LHA, in any project area, as requested from time to time by the Chief Executive Officer.
- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures.
- Willingness to travel within Australia.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.



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## **KEY SKILLS AND EXPERIENCE**

### ***Qualifications***

- Minimum three years executive management experience in health, education or human services and/or extensive experience in health/welfare management, especially in the NGO sector.
- Tertiary qualifications with relevant experience in relation to mental health and wellbeing, education, social science or other relevant field.

### ***Experience Required***

- Demonstrated working knowledge of the LGBTIQ+ community-controlled organisations and mental health / suicide prevention sector. Strong working relationships within these sectors as well as with the government and non-government health sectors.
- Demonstrated experience and a successful track record of programmatic management and implementation of mental health and wellbeing programs including the development, implementation and evaluation of mental health recovery models, postvention support and peer education programs within a community organisation context.
- Contemporary knowledge of the current mental health and wellbeing issues affecting LGBTIQ+ communities.
- Good knowledge and understanding of national suicide prevention strategies
- Good knowledge and understanding of research and best practice relative to suicide prevention in LGBTIQ+ communities.
- Good knowledge and understanding of research and best practice relative to helpline services.
- Awareness and understanding of the health disparities that impact LGBTIQ+ communities, for example, social inclusion and other health and social issues.
- Knowledge of the current health disparities and issues affecting indigenous LGBTIQ+ BrotherBoy and SisterGirl communities.
- Demonstrated understanding of and commitment to human rights for LGBTIQ+ people and communities.
- Experience in working effectively and collaboratively in a small team environment, with minimal supervision

### ***Computer Skills***

- Good working knowledge of Microsoft Office (Outlook, Word and Excel)
- A working knowledge of Microsoft Planner and Nation-builder platforms.

### ***Aptitude and Interpersonal Skills***

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Ability to effectively manage by exception.
- Superior communication skills, including written and verbal presentation skills, diplomatic and effective liaison and interpersonal skills.

- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Strong planning and evaluation skills, including the capacity to analyse data and apply research and evaluation findings.
- Capacity to work productively in a team both with LHA, its Member Organisations and other organisations.
- Proven ability to organise, administer, prioritise and meet deadlines, in particular when there are competing demands and contracted timeframes and the requirement to delegate.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.

#### **KEY PERFORMANCE INDICATORS (KPI's)**

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Chief Executive Officer and the Organisation.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and managed in accordance with Organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
- Manage and deliver high quality programs and projects within agreed timeframes and to the standard expected of the Organisation.
- Meet budget or forecast targets as agreed with the Deputy Chief Executive Officer.
- Ensure that performance reviews are completed within set timeframes.
- Activities undertaken are fully compliant with statutory, commercial and legal requirements.
- Management, supervision, utilisation, development and engagement of staff reporting to the position including effective performance management.
- Following instructions and completion of tasks in a timely, accurate and efficient manner that meet the requirements of the organisation, members and required regulatory standards.
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.