

POSITION DESCRIPTION

Position title: Director Policy and Advocacy

Time fraction: 0.8 FTE

Salary Range: \$114,830 - \$120,000 1.0 FTE

Start Date:

Reports to: CEO

Direct Reports: 2 -5 Direct reports – will include communications officers

Location: Tandem office, Abbotsford

Benefits: 9-day fortnight (full-time only)

Hybrid working arrangement is currently in place 3 days office/ 2 days flexible (subject to change)

Generous not for profit salary packaging available

On-site parking included

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, friend and supporter 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 challenges.
- We support and advocate for the diverse needs of family, carers and supporters of people living with mental health challenges.
- 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, carers and supporters (carers and former carers), organisations providing mental health services, regional carer networks and support groups.

2. SCOPE OF THE POSITION

As The Manager – Policy and Advocacy you will lead the development of policy positions, submissions briefings and advocacy campaigns.

You will also work with the CEO to develop and operationalising strategic partnerships to promote social outcomes for families, carers and supporters of people with mental health challenges. Specifically, they will develop and operationalise stakeholder engagement plans to support and collaborate with government, services, and stakeholders including other peak agencies in Victoria, nationally and internationally.

3. KEY RESPONSIBILITY AREAS

Policy and Advocacy

- Support the development and implementation of an ambitious, evidence-driven Advocacy Strategy that is informed by the lived and living experience of family, carers and supporters supporting people with mental health challenges
- Develop, implement and review integrated, thematic advocacy plans, ensuring consistency with the overarching organizational strategy.
- Brief the CEO on public policy and advocacy matters, keeping them informed of key policy and advocacy risks and opportunities
- Work with the CEO and members of the leadership team to plan, manage and deliver submissions, literature reviews, and policy and research papers to support the advocacy agenda and contribute to public policy debate.
- Prepare policy briefs, presentations and other communication to support Tandem's engagement with government.
- Create and leverage external relationships with key influencers in the Australian mental health sector to create a coalition of support for initiatives to promote social outcomes for family, carers and supporters.
- Represent tandem at a range of appropriate fora including government, non-government and private sector events

Stakeholder Engagement

- Develop and manage stakeholder engagement strategies with individuals and organisations across healthcare and community sectors, academia, government and industry, including professional associations and other bodies
- Identify and resolve both internal and external barriers to project success and effective engagement

- Apply evidence including business intelligence, analytics, risk analysis and stakeholder insights to strengthen engagement strategies as needed
- Develop performance frameworks to measure, monitor and improve effectiveness of stakeholder engagement strategies
- Oversight for innovating new mechanisms to ensure the meaningful engagement of a broad range of people supporting those with mental health challenges
- Respond to requests for information from members, non-profits, policymakers and stakeholders
- External Stakeholders – Tandem Members, Philanthropic funders, State and Federal Government Departments, Non-Governmental Organisations and Service providers including Primary Health Care Networks
- Internal Stakeholders – CEO Tandem, Tandem Leadership team members

Generating new opportunities through partnerships

- Translate strategic objectives and policy imperatives into effective projects and partnerships
- Identify and pursue opportunities for Tandem to undertake relevant consultancies
- Monitor PHNs Tender registries and similar to identify and pursue opportunities for Tandem to respond to relevant tenders aligned with strategic objectives

People & Culture

- Uphold and work within the Tandem values
- Value the strengths of team members, partners and supporters contributing to an environment where all strengths are valued
- Adhere to Tandem's policies and procedures

5. KEY SELECTION CRITERIA

Essential

- Qualifications in one or more of the following disciplines – health, allied health services, health administration or public policy

Desirable

- Postgraduate qualifications in health, allied health services, health administration or public policy
- Current or past lived experience as a family member, carer or supporter of someone with mental health challenges and/or AOD

Experience

- 5 or more years' previous experience in a similar role and/or similar research environment
- Experience in health policy and administration, government liaison and/or policy development is advantageous
- Proven track record in the development and implementation of public policy and advocacy strategies and techniques which ultimately influence positive change in people's lives
- Ability to use knowledge of the Australian political, corporate and civil society institutions and political, corporate and social trends to leverage and achieve policy and practice change
- Extensive experience collaborating with both internal and external stakeholders

Capabilities

- A commitment to family, carers and supporters in mental health

- An understanding of the role of multidisciplinary research in driving social change
- Knowledge of the role of multidisciplinary research in driving social change
- Knowledge of and commitment to meaningfully involving people affected by complex mental illness
- Ability to work independently, and also cooperatively and effectively in a team environment; is skillful in fostering collaborative relationships with peers and cross-functionally
- Strong business skills including analytical and negotiations skills
- Outcomes-focused – has a strong sense of accountability for delivering results, driven to deliver quality work within budgets and deadlines
- Strong ability to quickly crystallise thinking and recommendations into concise work plans and prioritise work effectively with acute attention to details
- Project management – ability to use a framework to establish clear and strategic project goals, adequately plan and resource to deliver projects start to finish within budget and timelines
- Adaptable and flexible – is comfortable dealing with ambiguity, handling risk and implementing change; can shift gears comfortably
- Build effective teams – blends people into teams when needed; creates strong morale and spirit in their team; shares wins and successes; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team
- Intellectually curious – demonstrates a commitment to ongoing learning and development with a growth mindset that is applied practically in terms of continuous improvement and innovation
- Innovation and management – is good at bringing creative ideas to market, through managing and facilitating the creative process collaboratively with others
- Decision quality – looks toward the broadest possible view of an issue/challenge and makes good decisions based upon the mixture of analysis, wisdom, experience, consultation and judgement
- Demonstrates self-insight and is receptive to 360 feedback.

Personal qualities

1. Empathetic: Communicates with compassion and understanding; demonstrates an 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

\$114,830 - \$120,000 1.0 FTE + 10.5% superannuation. Salary packaging is also available. Onsite parking space provided.

A probationary period of six months applies.

Aboriginal and Torres Strait Islander people are encouraged to apply.

ACKNOWLEDGEMENT

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

SIGNED BY YOU

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DATE:

SIGNED BY EMPLOYER

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Date: