



NATIONAL MENTAL HEALTH CONSUMER ALLIANCE

POSITION DESCRIPTION

EXECUTIVE ASSISTANT (LIVED EXPERIENCE)

Location: Working from home (ACT, NSW, NT, Qld, SA, Tas, Vic, WA)

Salary: SCHADS Award Level 5

Employment type: Part-time (3 days/week, or equivalent number of hours spread across 4-5 days)

ABOUT THE ROLE

As the Executive Assistant of the Alliance, you will support a small team, and primarily the CEO, with the day to day running of the Alliance. This will include diary management, writing correspondence, updating the website, document proofreading and presentation, organising travel, and organising webinars.

We are looking for somebody with integrity, who takes confidentiality seriously, has fantastic attention to detail, and is happy to work remotely and autonomously most of the time.

As the NMHCA is a small organisation, we are looking for a team member who is an all-rounder.

You can be based anywhere in Australia so long as you have an excellent internet connection and a safe working environment. Depending on where you live, you might also like to work from one of our member organisations' offices.

While this is a 3 day/week role, we would also welcome applications from people who wish to work the same number of hours over 4 or 5 days.

We would particularly welcome applications from applicants who are First Nations people, people who identify as LGBTQIA+, people with disability, Culturally and Racially Marginalised people, and anybody else who experiences marginalisation in society.

ABOUT THE ORGANISATION

The National Mental Health Consumer Alliance (the Alliance) is a dynamic, interactive national Peak body that leads the way in systemic advocacy informed by the diversity of consumer experience and consumer perspectives.

TO APPLY

Please apply through Ethical Jobs with a current resume/CV, and a cover letter of no more than 2 pages, ensuring you address the Essential Criteria. **Applications close 5pm Thursday 17th July 2025.**

BRIEF STATEMENT OF DUTIES / PERFORMANCE AREAS

A. ADMINISTRATION

- Provide executive support to the Chief Executive Officer including diary management and email correspondence;
- Update content on our Wordpress website, and fielding queries from our social media accounts and website;
- Support our policy and communications work with proofreading, layout of Word and Powerpoint templates, and ensuring that the Alliance's documents are presented in a highly professional manner;
- Organise and provide support for our webinars;
- Organise travel;
- Organise participation payments for consumers in collaboration with our accountant;
- Other tasks relevant to the role as directed by the CEO.

B. QUALITY IMPROVEMENT

- Generate and implement ongoing evaluation and quality improvement activities and programs in the Alliance.

C. GENERAL

- Designated lived experience role: Applicants must be people with consumer lived experience of mental health challenges, trauma or emotional distress and who have accessed mental health or other related services specifically to support their mental well-being.
- Ensure all activities meet compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety, and all policies, procedures and guidelines as determined by the Alliance from time to time.
- Perform other duties as required by the CEO or their delegate.

D. REPORTING REQUIREMENTS

- The Executive Assistant will report to the CEO.

SELECTION CRITERIA

CORE SKILLS AND ATTRIBUTES FOR THIS POSITION

- **Values Driven:** the ability to demonstrate kindness, respect, acceptance, empathy, collaboration and integrity.
- **Flexibility:** demonstrated resilience and adaptability to work and act flexibly in an often challenging/changing context to meet organisational goals.
- **Collaborative:** demonstrated effectiveness in, and commitment to, building, motivating, managing and maintaining complex relationships with employees, mental health consumers, stakeholders and strategic partnerships, creating a culture of collaboration and trust.
- **Creative and inquisitive:** develop and evaluate innovative approaches with new and fresh ideas and a positive approach.
- **Organisation:** Demonstrated ability to manage time and prioritise work projects to quickly respond to emerging issues.
- **Initiative:** Demonstrated ability to proactively seek out opportunities for relationship building, partnership, collaboration, additional funding sources and organisation development.

ESSENTIAL CRITERIA

Please address the essential criteria in your cover letter:

Lived Experience

- It is a genuine occupational qualification of this position to have a personal lived experience of mental health challenges in accordance with section 66(s)(c) of the Equal Opportunity Act 1984.
- Demonstrated understanding, and a desire to continue to deepen your knowledge, of engaging and working with mental health consumers and experience utilising lived experience of mental health challenges to bring about change.

Qualifications

- At least 10 years of experience as an executive assistant or otherwise working in a sensitive environment where discretion and an eye for detail have been keys to success.

Administration

- Demonstrated experience proofreading and formatting documents on behalf of an organisation for external publication/presentation
- Proficient in Microsoft Office Suite including Teams and Microsoft 365
- Ability to organise and run a pipeline of public webinars on either Teams or Zoom
- Demonstrated experience to support executives with administration and secretarial needs such as correspondence, diary management, fielding queries, and organising travel
- Ability to update content on our Wordpress website
- Strong written and spoken communication skills – maintaining both professionalism and empathy

PERSONAL ATTRIBUTES

- High level of attention to detail and accuracy
- Proven ability to safeguard confidential information
- Independent worker with accountability and responsibility
- Well organised and task focused approach to work
- Diligent and efficient multitasker with a calm approach
- Ensure discretion and confidentiality are maintained as appropriate
- Outcome and results focused

APPOINTMENT FACTORS / PREREQUISITES

Note that prior to beginning employment at the Alliance you will be asked to complete the following:

- National Police Certificate (maximum 3 months old or ability to obtain new)
- Working with Children Check
- Certification of tertiary or other qualifications if these are part of your application
- Minimum two reference checks

POSITION TYPE / REMUNERATION

POSITION TYPE AND TERM

Position type: Part time
Position term: Contract to 31 December 2026, with possible conversion to Permanent subject to funding

A full-time equivalent position (1.0 FTE) at the Alliance is seventy-five (75) hours per fortnight.

FTE for this position:	0.6 FTE
Hours per fortnight:	45 hours per fortnight

Salary packaging / sacrifice is available on approval from the CEO. The Alliance is classified as a Health Promotion Charity by the Australian Taxation Office. Please refer to the Australian Taxation Office website <http://www.ato.gov.au/nonprofit> and follow the links for further information.