



POSITION DESCRIPTION

NATIONAL CONSUMER PARTNERSHIPS MANAGER (PEER IDENTIFIED)

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

Salary: SCHADS Award Level 7.1

Employment type: 4 or 5 days per week

ABOUT THE ROLE

The National Consumer Partnerships Manager will work with the National Mental Health Consumer Alliance (Alliance) team in this fast-moving sector influencing progressive outcomes for mental health consumers nationwide. Using your well-established stakeholder relationship skills, this role will require you to build strong relationships with a range of national key stakeholders, enabling you to connect consumers across the country and ensure consumer voice is heard, understood and included in the Alliance's work.

Working closely with the Chief Executive Officer (CEO) and the National Policy and Research Manager, the National Consumer Partnerships Manager will:

- Work with the National Communications Manager to amplify the work of our member organisations, across social media, website (including a national resources library), webinars, and traditional media.
- Work with mental health consumers and the National Policy and Research Manager so that multiple consumer views are expressed in the Alliance's national policy positions.
- Represent the Alliance on various committees, reference groups and working parties.
- Manage and collaborate with State and Territory policy officers, mental health consumers, and Multicultural subject-matter experts, First Nations colleagues, and Mental Health Family Carers.
- Lend a helping hand on projects and events throughout the year in addition to regular duties.

CORE SKILLS AND ATTRIBUTES FOR THIS POSITION

- **Values Driven:** The ability to demonstrate kindness, respect, acceptance, empathy, collaboration and integrity.
- **Flexibility:** The capacity to work and act flexibly in order to meet peer and organisational goals.
- **Collaborative:** A demonstrated commitment to working collaboratively and constructively with others including consumers, their families/carers, staff, volunteers, Government and sector partners.
- **Creative and inquisitive:** Capacity to contribute to developing and evaluating innovative approaches with new and fresh ideas and a positive approach.
- **Organisation:** Demonstrated ability to manage time and prioritise work to quickly respond to emerging issues under limited supervision.
- **Initiative:** Demonstrated ability to proactively take carriage of specific tasks, programs and projects and to exercise sound judgement in seeking feedback and direction.

STATEMENT OF DUTIES/PERFORMANCE AREAS

A. CONSUMER ENGAGEMENT

- Work with each mental health consumer State and Territory peak (STP) to amplify their work, and facilitate connections and collaborations between STPs working on similar projects.
- Support self-determining groups of mental health consumers to have a national platform for their work, including Consumer Advisory Groups in each state and territory; the Aboriginal and Torres Strait Islander Lived Experience Centre; and mental health consumer affinity groups.
- Support CAG and affinity group members to present on their projects on a monthly webinar organised by the Alliance.
- Connect with organisations allied with mental health consumers to grow and strengthen the national mental health consumer movement, including facilitating joint consumer-led projects on national issues.
- Develop and maintain a library of mental health consumer resources, drawing on decades of wisdom from the consumer movement, and the current work of mental health consumer organisations and their allies.
- Contribute to the Alliance's policy work by actively providing expertise sourced from consumer groups across Australia, and from the Alliance's library of resources.

B. SUPERVISION

- Provide supervision and support to policy and research volunteers.
- Support the Multicultural Mental Health Expert Group in developing their project and share their outcomes publicly.

C. QUALITY IMPROVEMENT

- Develop and maintain records for ongoing evaluation, research initiatives and quality improvement activities and programs in the Alliance.
- Participate in professional and performance development programs as required.

D. GENERAL

- Identify and manage risks to business operations and or program objectives.
- Deliver outputs and outcomes within agreed timeframes and to required standards.
- Conduct all activities in 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.

E. REPORTING REQUIREMENTS

- This role reports to: Chief Executive Officer

ESSENTIAL CRITERIA

Please address the essential criteria on this page in your cover letter:

Lived Experience

- It is a genuine occupational qualification of this position to have a consumer lived experience of mental health/social and emotional wellbeing issues and recovery, with firsthand experience navigating the mental health system.
- To be effective in this role, prior involvement in the mental health consumer movement is necessary, as is an understanding of the history of the movement, key people and organisations, and interorganisational politics.

Qualifications

- Relevant tertiary qualifications in a related discipline (community development, social science, public health, public policy, peer work, etc.) and/or equivalent knowledge, skills and experience.

Leadership, advocacy and stakeholder engagement

- Previous experience working in a designated lived experience/peer role with a demonstrated understanding of the consumer movement.
- High level understanding of the mental health sector.
- Experience bringing organisations together to work on key projects.
- Demonstrated ability to develop and maintain effective stakeholder relationships including working with consumer representatives.
- Demonstrated supervision, coordination and leadership skills.
- Excellent written and verbal communication skills, including demonstrated ability to develop and contribute to high-quality written materials such as submissions, position papers, briefing notes, reports and correspondence.
- Demonstrated analytical and problem-solving skills in order to develop strategies, ideas and opportunities for resolving issues.

Administration

- High level planning and organisational skills, especially in relation to meeting deadlines and managing competing priorities.
- An ability to travel interstate on short notice if required.

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: Full time or Part time
 Position term: 12 month contract, with possible extension 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:	0.8 – 1.0 FTE
Hours per fortnight:	60.8 – 76.0 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.

Submitting Your Application:

Applications must include:

- Cover letter addressing the Essential Criteria of no more than four pages.
- Resume or CV including the names and contact details of at least two referees.

Please submit your application directly via the Ethical Jobs website.

Further enquiries, including a confidential conversation, can be made by contacting Priscilla Brice, Chief Executive Officer, via admin@nmhca.org.au.

Additional information about the Alliance can be accessed at www.nmhca.org.au