

POSITION DESCRIPTION

Position Title	Lived and Living Experience Evaluation Administrator
Program	LLE Evaluation Centre
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) Grade 3 - with access to salary packaging
FTE	0.8 FTE (30.4 hours)
Reports to	Evaluation Manager
Location	140 Grange Road, Carnegie
Hybrid/onsite	Hybrid/onsite
Employment Type	Fixed Term, part time
Date of Review	16/04/2026

About SHARC

The Self-Help Addiction Resource Centre (SHARC) is a community-based Lived Experience organisation with a unique approach to helping people affected by substance use problems. SHARC combines mutual self-help and social support with professional therapeutic approaches.

SHARC envisions a world where all people affected by the impact of addiction can proudly and openly seek help, help each other and demonstrate the living proof that recovery is possible.

Since its establishment in 1995, SHARC has lived its Mission Statement, helping to create transformation for countless individuals, families and communities impacted by addiction. It achieves this by:

Providing opportunities for individuals, families and communities affected by addiction and related problems to recover and achieve meaningful, satisfying and contributing lives.

Providing models of practice for family support, consumer participation and peer-based recovery support; and influence practice in the field of addiction and other related health domains.

SHARC's programs include recovery support services for youth and adults, help for families affected by drug use problems, advocacy services for people who use drug treatment services and peer workforce development programs. We have earned a reputation as an innovative and successful service with a commitment to helping people to help themselves.

The organisation has experienced substantial growth over the last five years, coupled with a recent change in CEO and additions to the leadership team. These changes will support and drive ongoing enhancements in administration.

SHARC places a priority on a positive, supportive, and productive work environment. Our services operate within an empowerment framework which maximises clients' and volunteers' opportunities for self-responsibility, mutual support and participation.

We transform lives, services and society through our community's lived experience of alcohol and other drugs, gambling and related harms.

People with lived and living experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

SHARC is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development.

About the Program

MIND Australia is undertaking an independent evaluation of two key initiatives within its Lived Experience Early Career Programs: the Peer Cadet Program (PCP) and the Pilot Student Placement Program (PSPP). These programs are funded by the Victorian Government and are designed to support people with lived and living experience of mental health challenges to enter and build careers in the Lived and Living Experience Workforce (LLEW).

The Peer Cadet Program provides paid, part-time employment opportunities for Certificate IV in Mental Health Peer Work students within community mental health services. Participants receive structured support including supervision, training, and reflective practice. The Pilot Student Placement Program complements this by expanding access to work placements, enabling more students to complete their qualification and transition into the workforce.

MIND has engaged SHARC to deliver an independent evaluation of both programs. While the evaluation approach will be aligned across the two initiatives, each program will be assessed independently, with separate reports examining their effectiveness, efficiency, and contribution to workforce development. The evaluation aims to strengthen understanding of how these programs support entry pathways into the lived experience workforce, the outcomes achieved for participants, and the broader impacts on organisations and the mental health system. It will also identify key enablers, challenges, and opportunities for improvement.

The project involves a structured process including planning and co-design, data collection through interviews, surveys and document review, analysis of findings, and reporting. Engagement with a wide range of stakeholders—including participants, host organisations, training providers, and government—will be central to the approach.

Ultimately, this program will support MIND to build a stronger evidence base, improve program delivery, and inform future investment in lived experience workforce development.

Position Objective

This is a designated lived and living experience role.

The Administration Coordinator plays a central role in coordinating the delivery of the Lived Experience Early Career Program evaluation, ensuring the project runs smoothly, efficiently, and to schedule.

The position is responsible for coordinating a wide range of stakeholders, including the Evaluation Steering Committee, project governance groups, MIND staff, SHARC team members, and external partners. This includes scheduling and managing meetings, workshops, focus groups, and interviews, and ensuring all participants are well-informed, prepared, and supported to engage.

Working closely with the Evaluation Lead and project team, the role will manage end-to-end coordination of project activities, including stakeholder communications, logistics, documentation,

and follow-up actions. The Coordinator will maintain project schedules, track key milestones, and ensure alignment across multiple workstreams and program components.

A key objective of the role is to enable seamless coordination across a complex, multi-stakeholder environment, supporting high-quality engagement and the timely delivery of all evaluation activities and outputs.

Position Responsibilities

To support the Evaluation Lead and project team in the delivery of the Lived Experience Early Career Program evaluation, duties include, but are not limited to:

- Coordinate project activities across multiple stakeholders, including MIND, SHARC, host organisations, and external partners
- Coordinate governance processes, including scheduling and supporting Evaluation Steering Committee and project governance meetings
- Schedule and coordinate stakeholder engagement activities, including interviews, focus groups, workshops, and reflection sessions
- Manage end-to-end logistics for meetings and events, including bookings, invitations, agendas, documentation, and follow-ups
- Support participant engagement by communicating clearly with stakeholders, sending reminders, and ensuring a smooth and respectful experience
- Maintain project schedules and track key milestones, ensuring alignment with timelines and deliverables
- Manage project documentation, including meeting notes, action registers, stakeholder lists, and evaluation records
- Coordinate data collection logistics, including consent processes, scheduling participants, and organising materials
- Manage project inboxes and respond to or triage enquiries to the Evaluation Lead and team
- Maintain accurate and well-organised electronic filing systems (e.g. SharePoint, OneDrive)
- Support preparation of reports, presentations, and other project outputs
- Assist with progress reporting requirements, including collating inputs for regular updates
- Coordinate travel, venues, and catering for in-person activities where required
- Support communication activities, including stakeholder updates and coordination of materials
- Other duties as required

Key Working Relationships

Internal:	External:
LLE Evaluation Coordinator	Lived and Living Experience community/workforce
Evaluation Manager	Peer Cadets
SHARC Accounts and Finance	Mind Australia
	Community Organisations
	Department of Health/Victorian Collaborative Centre

Selection Criteria

Essential

- Lived experience, or a strong understanding of lived and living experience principles, and the ability to work in ways that are respectful, inclusive and aligned with peer-led practice
- Demonstrated experience in administration and/or project coordination within a complex, multi-stakeholder environment
- Proven ability to coordinate multiple activities simultaneously, including meetings, workshops, and events, with strong attention to detail
- Strong organisational and time management skills, with the ability to manage competing priorities and meet deadlines
- Well-developed interpersonal and communication skills, with the ability to engage effectively with a diverse range of stakeholders
- Ability to build and maintain effective working relationships across teams and organisations
- Strong written skills, including the ability to prepare clear communications, meeting notes, and documentation
- Demonstrated ability to work both independently and collaboratively as part of a team
- High level of proficiency in Microsoft Office (Word, Excel, Outlook) and experience managing shared file systems (e.g. SharePoint, OneDrive)
- Demonstrated initiative and problem-solving skills, with the ability to anticipate needs and respond proactively

Desirable

- Experience supporting research, evaluation, or data collection activities (e.g. coordinating interviews, focus groups, or surveys)
- Knowledge of the mental health, AOD, or community services sectors
- Understanding of governance processes (e.g. supporting committees or advisory groups)
- Experience coordinating stakeholder engagement across multiple organisations
- A current Victorian driver's licence

Additional Requirements

All employees are required to:

- Obtain a valid Working with Children Check for this position; a police check will be administered for preferred candidates.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with SHARC in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at SHARC.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to SHARC management. SHARC is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the SHARC Code of Conduct
- Participate in mandatory training requirements to support the delivery of a safe and effective service
- Have valid working rights to work in Australia.

General Information

- New employees at SHARC are subject to a 6-month probation period.
- Employment terms and conditions are provided in accordance with SCHADS Award.
- Salary Packaging is available in accordance with current legislation.
- Hybrid working arrangements may be negotiated with the CEO in accordance with SHARC policy. The role is based on site, however, some flexibility can be considered.
- SHARC is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant's duty to advise SHARC of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

- SHARC reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Redeployment to other services or sites within SHARC may be required.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name:
Employee Signature:
Date:
Approved by Chief Executive Officer (signed):