

## Lived Experience Service Design Lead

**Our vision:** *Humanity and community shape mental health, so people can live the life they choose.*

**Our purpose:** *To walk alongside you, inspiring possibility.*

**Our values:** *With people and community first, we lead with integrity, uphold respect for all, inspire possibility and co-create to shape change together.*

## Position Information

<p><b>Purpose</b></p>	<p>The Lived Experience Service Design Lead is a designated lived expertise role that will lead and manage lived expertise-led design projects, and engagement initiatives that amplify service user and community perspectives at organisation-wide and service levels.</p> <p>Working as part of the Lived Experience Design and Development team, the role will bring specialist knowledge and practical skills in service design, co-production, and participatory design methodologies to support innovation and strategic growth of lived expertise-led and -centred services and approaches. The role will involve leading and managing design projects, consultation, and building organisational capability and resources for lived experience partnership and co-production.</p> <p>This national role requires the ability to form connections and build strong relationships with internal and external stakeholders to enable authentic, inclusive and culturally safe engagement by people with relevant lived experience, centring those who are most impacted.</p>
<p><b>Position reports to</b></p>	<p>Senior Manager, Lived Experience Design and Development</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 7</p>
<p><b>Stream</b></p>	<p>Lived Experience</p>
<p><b>About the service</b></p>	<p>The Lived Experience organisational function works within Mind's support hub and drives the implementation of mental health system reforms and service innovations informed by lived expertise, intersectionality, human rights and social justice.</p> <p>The work of the function is driven by Mind's Lived Experience Strategy with a focus on lived experience led and informed leadership and culture, governance, workforce development and practice innovation and fidelity.</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<p>In addition, services are delivered in accordance with Mind’s Participation and Co-design Framework, Diversity and Inclusion Framework, and Reconciliation Action Plan.</p> <p>The Lived Experience Design and Development team lead an organisation-wide program of work to design, develop, implement and embed lived expertise-led initiatives and approaches, in collaboration with the Senior Consultant, Lived Experience, and Lived Experience Workforce team as well as teams across Mind’s support hub and operations.</p>
<p><b>Position description effective date</b></p>	<p>June 2026</p>
<p style="text-align: center;"><b>Responsibilities</b></p>	
<p><b>Lived Expertise</b></p>	<ul style="list-style-type: none"> <li>• Have a publicly disclosed personal/consumer or family/carer lived experience, along with demonstrated lived expertise and designated work experience that is equal to the level of the position.</li> <li>• Understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline.</li> <li>• Stay connected to contemporary discourse and understandings of lived experience movements.</li> <li>• Work in a way that is informed by Mind’s Lived Experience Strategy, Peer Work Framework and Intersectionality Framework.</li> <li>• Demonstrate and actively apply approaches to collective and distributed sharing of power and expertise.</li> <li>• Promote an inclusive, affirming and destigmatising culture that values lived experience and the active inclusion of service users, including those with personal lived experience and families and carers, in the work we do.</li> </ul>
<p><b>Lead Lived Experience service design</b></p>	<ul style="list-style-type: none"> <li>• Initiate, plan, implement and evaluate an organisation-wide program of work to centre service users and community voices and perspectives, that aligns with operational plans and strategic priorities.</li> <li>• Develop and lead service design projects within available resources, including framing design challenges, recruiting and supporting lived experience participants, planning and facilitating engagements using appropriate participatory design methodologies, and synthesizing data to produce actionable insights.</li> <li>• Ensure participation practice is consistent, authentic, ethical, inclusive and aligned with human rights and cultural safety.</li> <li>• Develop systems, policies, procedures, practice tools and resources for service design, co-production and other forms of lived experience engagement that can be distributed across the organisation to build organizational capability.</li> <li>• Provide specialist service design consultancy and training to support hub and operations teams upon request.</li> </ul>



	<ul style="list-style-type: none"> <li>• Lead strategic implementation, monitoring and continuous improvement of Mind’s Participation and Co-design Practice Framework, in collaboration with the Lived Experience Development Lead.</li> </ul>
<p><b>Lived Experience service innovation and growth</b></p>	<ul style="list-style-type: none"> <li>• Explore possibilities and identify opportunities for lived experience service and program innovation from across sector, research and evaluation, workforce, and Lived Experience Advisory Teams.</li> <li>• Conduct benchmarking against organisations across mental health and community sectors to position Mind as a leader in lived experience service design and innovation.</li> <li>• Use evidence-informed and relationship-based approaches to contribute to service transformation and social innovation.</li> <li>• Contribute to tender submissions and funding applications in alignment with Mind’s strategic plan and Lived Experience Strategy.</li> </ul>
<p><b>Project management</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with the Senior Manager, Lived Experience Design and Development and stakeholders to identify and prioritise projects and ensure projects are being managed and delivered in a timely manner.</li> <li>• Manage the project strategy, implementation and oversee team project management in accordance with Mind Project Management Guidelines.</li> <li>• Effectively communicate with stakeholders to ensure understanding of project scope, level of participation, individual accountabilities and progress against timelines and budgets.</li> <li>• Prepare and submit reporting in relation to service design and other lived expertise-led initiatives, including advice, updates, insights and analysis to stakeholders including the Board, Executive Directors, Senior Managers, General Managers and other leadership teams as required.</li> <li>• Communicate with stakeholders to build a compendium of success stories and build evidence base for lived expertise-led service design projects.</li> </ul>
<p><b>Relationships and partnerships</b></p>	<ul style="list-style-type: none"> <li>• Build connections and maintain respectful and effective working relationships with internal and external stakeholders, to successfully facilitate projects and initiatives.</li> <li>• Collaborate with key stakeholders including:             <ul style="list-style-type: none"> <li>- <b>Internal:</b> the Executive Director Lived Experience, Senior Manager Lived Experience Design and Development, Lived Experience division, Business Development, Research and Evaluation, Quality and Practice, Operations teams and the Lived Experience workforce.</li> <li>- <b>External:</b> lived experience participants, lived expertise leaders, subject matter experts, community members and leaders, service providers, partners, government agencies and other organisations relevant to the work.</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>Attend internal and external meetings, networks and working groups as appropriate in line with Mind’s delegation schedule and with the support of management.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Provide support and advice to Senior Manager, Lived Experience Design and Development, and Lived Experience Division.</li> <li>Work collaboratively as part of the Lived Experience Design and Development team to achieve the team’s strategic goals and support shared projects.</li> <li>Ensure relationships, infrastructure, systems, processes and guidelines are developed and maintained to support the work of the Lived Experience Design and Development team.</li> <li>Represent the Lived Experience division on organisational committees and working groups, providing a lived expertise perspective, and facilitation or secretariat support as required.</li> <li>Convene and support service design teams and organisation-wide lived experience advisory teams, attending to power dynamics and relational safety.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>Document all activities using Mind’s ICT system and processes.</li> <li>Actively participate, contributing to the team and wider organisational initiatives.</li> <li>Take personal responsibility for the quality and safety of work undertaken.</li> <li>Other duties as directed.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the role, lived expertise perspective and Mind.</li> <li>Participate in reflective practice and relevant communities of practice.</li> <li>Complete other duties as directed.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>Contribute actively to the maintenance of a safe workplace.</li> <li>Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>Contribute to a workplace that values lived and living experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in design, social innovation, mental health, peer work, community development, occupational therapy, social work, psychology or other health related field as designated by Mind and/or equivalent experience in a similar industry.</li> <li>• Completion of Intentional Peer Support Core and/ or Advanced Training, or willingness to complete.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• In-depth understanding of contemporary approaches to service design, co-production, and other participatory design methodologies (e.g. UX, HCD, co-design, systemic design), and ability to demonstrate their practical application within Mental Health, Community Services, Disability, Social Welfare, Housing, Healthcare or Government sectors is required.</li> <li>• Lived experience of mental health challenges and recovery, or other form of relevant lived experience, e.g. as a family, carer or supporter of for someone living with mental health challenges, is essential.</li> <li>• Experience and expertise in working directly with people with mental health challenges, and families and carers, ideally in a designated lived expertise role.</li> <li>• Demonstrated understanding of mental health system reform and commitment to human rights and intersectional inclusion.</li> <li>• Project management expertise including the ability to develop and implement projects, coordinate and manage meetings, and engage stakeholders and lived experience participants at service, organisation and community levels.</li> <li>• Excellent interpersonal skills with and the ability to connect, build relationships, consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes.</li> <li>• Excellent written communication skills with the ability to adapt writing style and language for diverse audiences and literacy levels and produce high quality reports.</li> <li>• Strong presentation and group facilitation skills with ability to engage in person/on-line audiences supported by well-designed training materials.</li> <li>• High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, problem solve, work under pressure and meet deadlines.</li> <li>• Advanced IT literacy and Microsoft Office Suite skills including Outlook, Word, PowerPoint, Excel and Teams.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid Australian driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Regional and interstate travel will be required.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

Mind Australia Limited ABN 22 005 063 589



To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting  
[www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

Mind Australia Limited ABN 22 005 063 589

