



RECRUITMENT INFORMATION PACKAGE

Support Coordinator

BEING – Mental Health Consumers Incorporated

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Organisational Profile

BEING – Mental Health Consumers is the independent, NSW peak organisation speaking with and for people with lived/living experience of mental health issues. Our primary focus is to ensure the voices of people living with mental health issues are heard by decision makers, service providers, and the community, and have an opportunity to lead and influence systemic change in services and systems.

BEING – Mental Health Consumers is committed to human rights principles of diversity, inclusion, and equity and believes that recovery is possible for all people who live with mental health issues and emotional distress.

Our Vision Our Purpose

For all people with a lived/living experience of mental health issues to engage as valued members in the communities they choose without stigma or discrimination.

Our Purpose

To ensure that the voices of people with lived/living experience of mental health issues are heard by decision makers, service providers and the community with a focus on systemic advocacy.

Our Values

The **lived experience** of people is fundamental to all that BEING – Mental Health Consumers does. Our work is underpinned by a commitment to upholding international human rights.

BEING – Mental Health Consumers holds the following values:

- Respect and dignity for all to enable inclusion.
- Social justice and equity to ensure participation.
- Belief in recovery to make it possible for every individual to recover.
- Integrity to ensure transparency and accountability.
- Fidelity to ensure the legitimate representation of the views of consumers

Guiding Principles

- ✚ Creating space for people with lived / living experience of mental health issues to have their voices heard.
- ✚ Ensuring that recovery-oriented and trauma informed practice underpins all aspects of BEING – Mental Health Consumers' operation.
- ✚ The belief that services and a life free of stigma and discrimination are the human rights of every person.
- ✚ Providing capacity-building opportunities for all people with lived / living experience to grow.
- ✚ Ensuring that everything that BEING – Mental Health Consumers does is consumer led.

Our History and Work

With a long-standing history of 26 years of operation in leading and influencing systemic advocacy, BEING – Mental Health Consumers is expanding and growing a service provision portfolio, to support people dealing with the day-to-day impacts of mental health issues in their daily living, as well as support the expansion and growth of the lived experience workforce.

Our current programs include:

- BEING Leadership Academy
- BEING Suicide Support and Awareness
- BEING Lived Experience Network
- BEING Peer Workforce Network

National Reach

BEING - Mental Health Consumers is a founding member of the National Mental Health Consumer Alliance (NMHCA). The NMHCA was inaugurated with a formal media announcement in November 2019 in collaboration of peak bodies in multiple states and continues to grow in stature and size.

Our Culture

We pride ourselves on holding firm to our principles of Recovery Orientated Practice. This means that BEING – Mental Health Consumers upholds the following for our staff, Board, contractors, volunteers, members and the broader community:

- ✚ Promoting a culture and language of hope and optimism for people living with mental health issues.
- ✚ Use person first language and holistic approaches to recovery.
- ✚ Supporting personal recovery.
- ✚ Organisational commitment and workforce development to include people living with mental health issues.
- ✚ Take action on social inclusion and the social determinants of health, mental health and wellbeing.
- ✚ Belief that recovery is possible for everyone.

Equal Opportunity Employer

BEING – Mental Health Consumers is an Equal Opportunity Employer. This means we apply affirmative action strategies to the employment of people with personal lived/living experience of mental health issues and encourage people living with mental health issues to apply and to be involved as employees of our organisation.

POSITION DESCRIPTION

Title	Support Coordinator
Weekly hours	30 hours per week
Employment type	Fixed term contract to 30 June 2022
Reporting to	Manager – Suicide Support and Awareness
Direct reports	Nil
Location	Woolloomooloo, NSW (Working from home during COVID restrictions may be required)

About the role

The Support Coordinator will work within the suicide support and awareness portfolio to establish and roll out the second phase peer support pilot program in line with BEING – Mental Health Consumers’ values and purpose.

Working closely with the portfolio manager, the position will be responsible for engaging with community members to ensure uptake of program, as well as recruiting and supporting peer facilitators of each 6-week program.

This is a state-wide role and engagement with other departments of the organisation will be essential to ensure effective rollout of the program.

As a newly created role, the incumbent will be a hands-on person, who enjoys community engagement, and has a positive can do attitude to the changes of implementing a new program.

Duties and Responsibilities

Operational	<ul style="list-style-type: none"> • Working with portfolio manager to develop and implement a portfolio plan. • Assist with the establishment of phase 2 of the Suicide Support and Awareness Program, including providing recruitment and support to facilitators and participants. • Review and redevelopment of program workbook. • Support the effective internal communications and integration of program strategies and operations across BEING – Mental Health Consumers work.
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	<ul style="list-style-type: none"> • Support the ongoing development of a structured educational strategy for portfolio programs in collaboration with the BEING Leadership Academy. • Enhance and maintain records, data management and reporting systems inclusive of any budgetary requirements • Establish, facilitate and evaluate group program and portfolio events and activities. • Facilitating the co-design committee program and providing support to committee members including secretariate support as required. • Facilitate online and in person groups (pending COVID restrictions) as required. • Provide general administrative and operational support to the portfolio. • Working with the portfolio manager, source funding opportunities specific to suicide prevention and assist in the completion of grant proposals. • Manage information data and ensuring it is updated within the CRM system. • Representing BEING – Mental Health Consumers at relevant state-wide working groups and event. • Establish and maintain effective working relationships with internal and external stakeholders • Book events, catering and other items required for the portfolio workshop, forum events and meetings. • Other duties as required.
Leadership	<ul style="list-style-type: none"> • Provide professional leadership and supervision to peer facilitators.
Community Engagement	<ul style="list-style-type: none"> • Work collaboratively with people living with mental health issues, family, carers and the broader community to design, facilitate, evaluate consultations and co-design process. • Build and maintain effective communications and relationships with stakeholders.
Compliance	<ul style="list-style-type: none"> • Develop and provide to management timely reports on all administrative tasks, through weekly reporting. • Maintain relevance with contemporary models and methods of technology, including databases, reporting management and enrolment systems. • Participate and contribute to reviews of the portfolio programs administrative processes, outcomes, and quality improvements.

	<ul style="list-style-type: none"> • Work with the portfolio manager to mitigate risks and issues as they arise, including developing and maintaining risk register, and risk profiling/matrix.
Other	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards and practices • Act only in ways which advance BEING – Mental Health Consumers’ objectives, values, reputation • Contribute to a positive organisational culture and learning environment • Other duties as directed by Management

Key relationships

Stakeholders	Frequency	items
Internal staff of BEING – Mental Health Consumers including CEO, GMO, Program and Project heads, other staff, contractors, and volunteers	Frequently	<ul style="list-style-type: none"> • Work on a daily basis with internal staff, contractors, and volunteers.
Board of BEING – Mental Health Consumers	Infrequently	<ul style="list-style-type: none"> • Provide reports for presentation at Board meetings.
People living with mental health issues, their family and carers.	Frequently	<ul style="list-style-type: none"> • Build strong relationships with people living with mental health issues and suicide ideation and/or attempts, their family and carers. • Build strong networks with peer workers in NSW and Nationally.
State and federal Government department staff, and state and federal Commission staff	Frequently	<ul style="list-style-type: none"> • Provide advice to government bodies as required on best mental health practices relating to community engagement.
Other organisations including Community Managed Organisations	Frequently	<ul style="list-style-type: none"> • Liaise with other organisations as required.

To be successful in the position you will have the following:

	Required	Highly Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum of a Diploma qualification community services, mental health or other relevant discipline. 	<ul style="list-style-type: none"> • Undergraduate qualifications in relevant field.
Experience	<ul style="list-style-type: none"> • Experience in community engagement and project management. • Demonstrated experience using Microsoft Office, shared drives and database entry and management systems. • Experience working with information governance, data protection and confidentiality. • Experience providing excellent customer service. • Demonstrated experience working with people from diverse backgrounds. 	<ul style="list-style-type: none"> • Experience working in the mental health/ community services/ disability sector. • Experience using CRMs
Knowledge	<ul style="list-style-type: none"> • Genuine understanding of the challenges faced by people experiencing mental health issues. 	<ul style="list-style-type: none"> • Knowledge of the mental health landscape and the moving parts of the sector at state and national levels.
Skills	<ul style="list-style-type: none"> • Excellent relationship management skills. • Highly developed interpersonal, verbal and written communication skills. • Ability to work in a dynamic team environment. • Ability to prioritise, multi-task and work to deadlines. • Ability to evaluate and report on the effectiveness of record management systems. 	

	<ul style="list-style-type: none"> • Ability to work autonomously and use initiative to seek clarification as required. • Ability to be creative, innovative, flexible and agile to the changing needs of a new program environment. • Demonstrated understanding of and commitment to the values BEING – Mental Health Consumers. • Positive approach to the workplace. 	
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Performance Plan

The Support Coordinator is required to develop and commit to annual key performance indicators (KPI's) that relate to BEING – Mental Health Consumers' Strategic Plan and annual Business Plan, each of which are monitored and assessed by the line manager and/or CEO. In addition, the Support Coordinator is required to adhere to the Code of Conduct and abide by the operating Values of the organisation.

It should be noted that Position Descriptions are under constant review and may be changed at any time.