



RECRUITMENT INFORMATION PACKAGE

Administration Officer Operations BEING Operations Unit

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	Administration Officer Operations
Weekly hours	Part time - 22.5 hour per week
Employment type	12 Months Fixed Term Contract
Reporting to	General Manager Operations
Direct reports	Nil
Location	Woolloomooloo, NSW (Working from home during COVID restrictions may be required)

About the role

The Primary purpose of the role is to contribute to the efficient business operations of the directorate by providing a range of quality executive and administrative services to the General Manager Operations and staff within the team/unit.

This is a diverse administrative role that requires professionalism, confidentiality, a positive problem solving, and solutions focused approach. The successful candidate will be the administrator for Salesforce (CRM) for the organisation. The challenge is to be flexible in the scope and range of activities as required by the business unit.

Duties and Responsibilities

Operational	<ul style="list-style-type: none"> • Provide a range of administrative and secretariat support services to the General Manager Operations and team, including the development and circulation of agendas, minutes and other relevant documents, organising venues and catering to contribute to smooth running of meetings and events. • Assist with routine financial transactions, and purchasing services, ensuring compliance with relevant policy. • Establish and maintain computerised and other records management systems including monitoring all correspondence and emails on behalf of the unit, including tracking, and organising documents and files in CRM. • Generating training documentation in conjunction with Operation team for new team members to come up to speed with Salesforce how to access relevant data and reporting • Take ownership to resolve any Salesforce issues as encountered
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	<ul style="list-style-type: none"> • Create and maintain Salesforce reports and dashboards • Manage membership enquiries and process membership applications. • Provide secretariate support to committees including liaising with committee members, preparing, and circulating meeting papers. • Assist the Manager with other operational duties and responsibilities as required
Community Engagement	<ul style="list-style-type: none"> • Work collaboratively with people living with mental health issues, family, carers and the broader community to establish and maintain all administrative systems required by the operations team.
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 program administrative progress, outcomes, and quality improvements • Participate and contribute to communication process improvement mechanisms.
Other Reporting	<ul style="list-style-type: none"> • Other as directed by General Manager Operations
Other	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards and practices • Act only in ways which advance BEING's 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, Program and Project heads, other staff, contractors, and volunteers	Frequently	<ul style="list-style-type: none"> • Work collaboratively with all stakeholders to support recovery and trauma informed principles and organisation values are upheld • Receive instruction and provide regular updates on the program administration, undertake quality assurance and escalate issues or redirect where necessary • Ensure exchange and distribution of information • Support the team and effectively communicate and contribute to the delivery of program outcomes
Board of BEING – Mental Health Consumers	Infrequently	<ul style="list-style-type: none"> • Assist the General Manager Operations with administrative tasks as required, including timely reports to the CEO for inclusion in Board meetings
People living with mental health issues, their family and carers, and other members of the organisation	Infrequently	<ul style="list-style-type: none"> • Engage and collaborate with all stakeholders to further develop effective communication processes
Funding bodies	Infrequently	<ul style="list-style-type: none"> • Assist the Manager with administrative tasks as required
Other	Frequently	<ul style="list-style-type: none"> • Engage and collaborate with urban, rural and remote communities to promote the BEING Leadership Academy and identify future education opportunities

About You

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

	Required	Highly Desirable
Qualifications	<ul style="list-style-type: none"> Relevant qualification and/ or experience, to provide high level administrative support to senior staff 	<ul style="list-style-type: none"> Certificate III or above in Business Administration
Experience	<ul style="list-style-type: none"> Demonstrated experience in providing secretariat and administrative support Demonstrated experience using Microsoft Office, shared drives, Experience working CRM Systems, database entry and management, and reporting Experience working with information governance, data protection and confidentiality Experience providing excellent customer service The ability to be creative, innovative, flexible and agile to the changing needs of the program Ability to work autonomously and use initiative to seek clarification as required 	<ul style="list-style-type: none"> Experience working in a NFP organisation
Skills	<ul style="list-style-type: none"> Highly developed professional communication, interpersonal and solution focused skills Excellent time management skills and ability to meet deadlines on time 	
Others	<ul style="list-style-type: none"> Qualities of self-starter, agility and flexibility to adapt to a new program environment 	

Performance Plan

The Administrative Officer Operations 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 Administration Officer Operations 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.