



RECRUITMENT INFORMATION PACKAGE

Executive Assistant

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	Executive Assistant
Weekly hours	Up to 30 hours per week
Employment type	Fixed Term Contract
Reporting to	Chief Executive Officer
Direct reports	Nil
Location	Woolloomooloo, NSW Working from home until January 2022

About the role

The Executive Assistant provides a high level of professional administrative support to the Chief Executive Officer (CEO) to ensure effective administration and engagement across the organisation, members, and key stakeholder groups.

The position will liaise with internal and external stakeholders including the Board, BEING Leadership team and staff, members Government and non-government stakeholders.

The Executive Assistant will ensure that CEO is prepared and informed on relevant matters in a timely manner. This includes researching, preparing, and ensuring responses to telephone calls and correspondence are responded to within specified timeframes and proactively managing the CEO's diary. In providing this support the position exercises a high degree of communication competence, initiative, discretion, and confidentiality.

The role requires someone who is flexible and adaptive to the changing pace of the organisation, is a highly motivated professional, and can hold professional confidentiality where required.

Duties and Responsibilities

Operational	<ul style="list-style-type: none"> • Provide high-level administrative support to the CEO including Managing the CEO diary, arranging meetings with staff and external parties; arranging travel and accommodation. • Proactively manage correspondence, both emails and letters received. This includes preparation of responses and briefing notes as required, keeping the CEO updated.
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	<ul style="list-style-type: none"> • Prepare agenda's, minutes and other confidential Board documents and provide correspondence and support to the Board as required. • Assist the CEO in preparing monthly Board reports, communication material and presentations. • Providing administrative support for meetings, including the preparation of agendas, recording minutes, and providing supporting documentation. • Initial point of contact for telephone, email, mail, and other messages for the CEO. • Record the CEO's expenses and other budgetary items. • Manage membership register and data, ensuring it is up to date and updated within the CRM system regularly. • Representing BEING when attending events with the CEO. • Establish and maintain effective working relationships with internal and external stakeholders • Book events, catering and other items as requested by the CEO. • Managing complex priorities and deadlines. • Provision of support to the Leadership Team as required. • Other duties as required.
Leadership	<ul style="list-style-type: none"> • Provide professional leadership 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 • Build and maintain effective communications and relationships with stakeholders.
Compliance	<ul style="list-style-type: none"> • Support the General Manager Operations with compliance as required.
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
CEO	Frequently	<ul style="list-style-type: none"> • Receive guidance and direction • Provide assistance and administrative support • Inform, advise, and escalate emerging and sensitive issues
Board	Frequently	<ul style="list-style-type: none"> • Provide assistance and administrative support as required • Support the Board with circulation of meeting papers
Internal staff of BEING including Leadership team, contractors, and volunteers	Frequently	<ul style="list-style-type: none"> • Develop and maintain effective relationships • Collaborate on matters, exchange information, provide advice and seek feedback • Contribute to the achievement of outcomes
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.
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
Experience	<ul style="list-style-type: none"> • Proven experience in a similar role providing high level administrative support to the CEO and Board. • Experience working with information governance, data protection and confidentiality. • Experience providing excellent customer service. 	<ul style="list-style-type: none"> • Experience working in the mental health/ community services/ disability sector. • Prior experience working in the

	<ul style="list-style-type: none"> • Demonstrated experience working with people from diverse backgrounds. 	<p>not-for-profit sector and understanding of ACNC or ASIC compliance.</p>
Knowledge	<ul style="list-style-type: none"> • Advanced knowledge of Microsoft Office, shared drives and database entry and management systems including CRM. 	<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"> • High degree of professionalism and judgement with the ability to maintain a high level of confidentiality. • Exceptional organisational skills with a high attention to detail, and ability to prioritise competing priorities in a fast paced and pressurised environment. • Highly developed interpersonal, verbal, and written communication skills and ability to produce formal correspondence with all stakeholders. • Supports productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels • Ability to work autonomously and use initiative to seek clarification as required. • Highly organised with excellent time management • Positive approach to the workplace. 	

Performance Plan

The Executive Assistant 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 Executive Assistant 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.