



RECRUITMENT INFORMATION PACKAGE

Operation Manager

BEING – Mental Health Consumers Limited

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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	Operation Manager
Location	Woolloomooloo, NSW (Working from home during COVID restrictions may be required)

About the role

Operation Manager will report to the CEO and work collaboratively with all teams to establish internal process for the organisation operations.

The key focus of this role is to provide operational support to BEING and manage the day to day office operations. The incumbent will manage broad functional areas including human resources & payroll, finance and IT. The incumbent will also manage and implement relevant projects as required.

Further, the role will be responsible for the organisation's best practice and compliance within the scope of HR, financial reporting and budgeting, IT, project management, and risk. The role requires an individual with extensive understanding of human resources and financial management and is passionate about the cause relating to the work of BEING - Mental Health Consumers.

The position also plays a key role in creating a culture of civility, accountability, and collaboration to promote a healthy, safe, inclusive, and productive environment for internal and external stakeholders.

	<u>Duties and Responsibilities</u>	<u>What Success Looks Like</u>
Operational	<p><u>Human Resources and Payroll</u></p> <ul style="list-style-type: none"> • Provide advice on Industrial Relations, Employee Relations, Award interpretation, conditions of employment and performance management matters. • Manage full cycle of employment, which includes, but not limited to: <ul style="list-style-type: none"> ○ End to end recruitment, including onboarding and drafting contract ○ Performance management and grievances ○ Training and development ○ Remuneration ○ Offboarding • Audit and compliances • WH&S • Workers' compensation and Return to Work Coordination • Develop, review and implement Policy, procedures, and HR tools • Manage payroll and employee leave • HR documentations. <p><u>Finance</u></p> <ul style="list-style-type: none"> • Work collaboratively with CEO to prepare annual budget and financial reports as required. 	<p><u>Human Resources and Payroll</u></p> <ul style="list-style-type: none"> • HR advice is compliant and reflect best practice. • HR services are delivered within the agreed timeframe. • Annual HR and Payroll audit gaps are resolved. • Work environment, both office and home, are physically and psychologically safe for all employees. • Worker's compensation process is compliant. • The incumbent's training, skills and experience in Return-to-Work Coordination is up to date • All employees understand the importance of Return to Work. • HR policy, procedure, tools and forms are accurate and up to date • HR documentations are accurate and up to date <p><u>Finance</u></p> <ul style="list-style-type: none"> • Budget, financial and acquittal reports are delivered accurately within agreed timeframe.

	<ul style="list-style-type: none"> • Prepare acquittal reports for the funders in collaboration with other teams across the organisation. • Maintain financial compliances with all stakeholders, funders, government departments and regulatory bodies. • Manage financial variances and balances across the organisation in consultation with BEING’s external accounting firm. <p><u>Operations</u></p> <ul style="list-style-type: none"> • Manage the organisation’s physical assets such as office equipment, security access cards. • Liaise with BEING’s external IT consultant to manage employee IT access. • Manage organisation’s subscriptions. • Liaise with external Accounts team to manage payments, reimbursements and accounts. • Oversee procurements and manage supplier contracts. • Manage and arrange building/office maintenance. • Manage day to day office operations. <p><u>Projects</u></p> <p>Manage and implement projects as required including, but not limited to, Customer Relationship Management (CRM) software.</p>	<ul style="list-style-type: none"> • The organisation financial contractual obligations are met. • Financial variances and balances are within the budget overall. <p><u>Operations</u></p> <ul style="list-style-type: none"> • Organisation assets are tracked and maintained effectively. • Employees have relevant access to the systems and software. • Organisation subscriptions are relevant and necessary. • All payments, reimbursement, and expenditure are accurate and up to date. • All procurements are conducted in a fair, transparent way, and align with the organisation values and goals. • The office provides safe environment to the employees. • Smooth daily office operations. <p><u>Projects</u></p> <ul style="list-style-type: none"> • All projects are delivered within the agreed timeframe and budget.
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	<p><u>Risk</u></p> <ul style="list-style-type: none"> Identify and mitigate risk and issues as they arise, including developing and maintaining risk register, and risk profiling/matrix. 	<p><u>Risk</u></p> <ul style="list-style-type: none"> The incumbent identifies necessary risks and implements appropriate risk mitigation. Risk documentations are kept up to date and accurate.
Leadership and Management	<ul style="list-style-type: none"> Align culture with the organization values and vision. Lead, inspire, empower, manage, coach and mentoring using best practice approaches in mental health. Encourage collaboration within the organization. Liaise with internal and external stakeholders. Build and maintain positive relationship with stakeholders, including colleagues, and external stakeholders. Maintain privacy and confidentiality of the information and data 	<ul style="list-style-type: none"> Professional relationships are maintained with all stakeholders. Leadership is provided based on recovery oriented, trauma informed, and strengths-based practices. The incumbent understands the impact of own behavior on organizational outcomes. The confidentiality of stakeholders and organizational information is respected and maintained at all times.
Compliance	<ul style="list-style-type: none"> Oversee compliance against: <ul style="list-style-type: none"> Legal requirements; and Federal and State funding contract agreements, including, but not limited to, reporting requirements and financial acquittals; and 	<ul style="list-style-type: none"> The portfolio is 100% compliant against legal requirements, Federal and State funding contract agreement and the organization policies and procedures.

	<ul style="list-style-type: none"> ○ The organization's policies and procedures ● Monitor and review operational KPIs to ensure BEING's strategic objectives and funding commitments are met. 	<ul style="list-style-type: none"> ● The operation activities are benchmarked to meet the key performance indicators as per funding agreements.
Reporting	<ul style="list-style-type: none"> ● Provide project weekly, monthly reports and ad hoc reports ● Develop KPIs, deliverables and milestones for the project report. 	<ul style="list-style-type: none"> ● Reports are accurate and delivered within the agreed timeframe. ● The CEO is satisfied that the KPIs, deliverables and milestones contribute significantly to the organisation goals.
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 CEO and board 	<ul style="list-style-type: none"> ● Total adherence to organizational policies, procedures, standards and practices. ● The incumbent's behaviour, actions and decisions reflect the organisation values.

Key relationships

Stakeholders	Frequency	Items
Internal staff of BEING – Mental Health Consumers including CEO, Program and Project heads, other staff, contractors, and volunteers	Frequent	<ul style="list-style-type: none"> Work constructively on a daily basis with internal staff, contractors, and volunteers.
Board of BEING – Mental Health Consumers	Infrequent	<ul style="list-style-type: none"> Assist the CEO 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	Moderate	<ul style="list-style-type: none"> Liaise and connect with people living with mental health issues, their family and carers, and other members of the organisation.
Partner Organisations	Moderate	<ul style="list-style-type: none"> Liaise and connect with other mental health organisations to facilitate requests.
Other	Frequent	<ul style="list-style-type: none"> Liaise and connect with contractors, consultants and suppliers

About You

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

	Required	Highly Desirable
Qualifications	Diploma in business, finance, behavioural /Social Sciences, or other relevant discipline.	<ul style="list-style-type: none"> Undergraduate qualification in relevant discipline

Experience	<ul style="list-style-type: none"> • Minimum five (5) years' experience in operational management covering diverse cross-agency corporate functions. • Demonstrated budget management experience and ability to read and work with financial statements. • Significant experience in people management and stakeholder engagement. • Experience in project managing an organisation-wide technology project e.g. CRM roll-out. • Experience in working with relevant funding body streams including NSW Government governance and reporting requirements. 	<ul style="list-style-type: none"> • Experience working in the Not-for-profit or community services sector. • Experienced working in a mental health project that includes co-design principles.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the mental health and disability sectors. 	<ul style="list-style-type: none"> • Extensive knowledge of the current mental health policy issues in NSW.
Skills	<ul style="list-style-type: none"> • Strong people and leadership skills • Demonstrated stakeholder engagement skills • Strong financial management skills • Excellent project management skills • Excellent risk assessment skills both at organisational and individual levels • Highly developed collaboration and communication skills, both 	

	<p>written and verbal, including an ability to prepare high level reports.</p> <ul style="list-style-type: none"> • Lateral thinker with an ability to manage a multitude of complex tasks and projects simultaneously. • Demonstrated customer service skills • Good computer skills 	
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Performance Plan

The Operation Manager 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 Operation Manager 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.

I have read, understood, and agreed to the Position Description of my role. I accept that the Position Description may be reviewed and changed as necessary.

Signed: _____ Date: ____/____/____

Print name: _____