

POSITION DESCRIPTION

Title	Suicide & Self Harm Community Engagement Coordinator
Weekly hours	9 day fortnight (or 34.2 hours per week)
Employment type	Fixed term contract: 12 months
Reporting to	Policy Lead
Direct reports	Nil
Location	Woolloomooloo, NSW (Working from home 2 days/week is encouraged)

About the role

The Suicide & Self Harm Community Engagement Coordinator will work with colleagues in the policy team to:

- Establish and facilitate two state-wide lived experience online advisory groups,
- Raise advocacy issues of relevance to mental health consumers in NSW with lived experience of suicidality or self-harm, and
- Raise advocacy issues relating to suicide support peer workers when they arise.

This is a designated lived-experience role. The successful applicant will need to have direct/personal experience of suicidality or self-harm to succeed in the role.

	<u>Duties and Responsibilities</u>	<u>What Success Looks Like</u>
Operational	<ul style="list-style-type: none"> • Coordinate the recruitment for and establishment of two new state-wide lived experience advisory groups: one for consumers with the experience of suicidality, and the other for consumers with the experience of self-harm. • Coordinate the recruitment process for program participants in collaboration with the BEING communications team. • Coordinate any participation payments for group participants. Organise and facilitate monthly meetings of the two lived experience advisory groups, assisting the participants to identify problems within the system and make recommendations for potential solutions. • Write quarterly briefing papers based on outcomes of the lived experience advisory group discussions. • Work with the Policy Lead, to source funding opportunities specific to community engagement and development and assist in the completion of grant proposals. 	<ul style="list-style-type: none"> • Budget expenditure and relevant records are compliant with relevant guidelines. • Incumbent successfully identifies ongoing and emerging issues in the suicide prevention and self-harm space. • Policy Lead is satisfied with the incumbent's contribution to continuous quality improvement. • Program complies with funding and contractual agreements, professional standards, and relevant legislation. • Incumbent successfully supports a culture and program of continuous improvement by encouraging feedback from stakeholders, staff, and clients to inform program and service improvements. • Data for key program establishment and reporting requirements are collected through

	<ul style="list-style-type: none"> • Manage relevant information relating to group participants and ensure it is updated within the CRM system. • Contributing to the development of organisational processes and standards when required. • Develop appropriate terms of reference for the two committees. • Represent BEING – Mental Health Consumers at relevant state-wide working groups and events. • Establish and maintain effective working relationships with internal and external stakeholders. • Assist the policy team with other operational duties and responsibilities as required. 	<p>legitimate sources and maintained throughout the course of the employment contract.</p> <ul style="list-style-type: none"> • Key programs are implemented in 3 months. • The incumbent successfully facilitates online and in-person engagement sessions. Participants' satisfaction survey is at 95% or beyond. • Database is up to date and maintained on a weekly basis. • Portfolio workshops, forum events, and meetings are managed smoothly without major issues. • All key program goals are achieved at the end of the incumbent employment contract.
Leadership	<ul style="list-style-type: none"> • Provide professional leadership to interns and other staff members as required. 	<ul style="list-style-type: none"> • Leadership is provided using best practice approaches (recovery-oriented, trauma-informed, strengths-based practices).

		<ul style="list-style-type: none"> • Activities are conducted based on the provision of consistent and high-quality programs and services. • The incumbent provides high-quality leadership and program coordination to the relevant teams. • The incumbent can adapt the communication style to the audience. • The incumbent understands the impact of own behavior on organizational outcomes.
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, and evaluate consultations and co-design processes. • Outreach to relevant peak bodies and communities around NSW. • Build and maintain effective communications and relationships with stakeholders including key mental health organisations in NSW. 	<ul style="list-style-type: none"> • Engagement methods, consultations, and co-design process are well developed and documented and align with organizational processes and procedures. • Complaints are responded to in a professional manner within 3 business days. • Professional relationships are maintained with all stakeholders.
Compliance	<ul style="list-style-type: none"> • Develop and provide to management with timely reports on all administrative tasks, through weekly reporting. 	<ul style="list-style-type: none"> • Weekly and monthly reporting are provided on time. • Relevant data is up to date within the CRM and other database systems.

	<ul style="list-style-type: none"> • Maintain relevance with contemporary models and methods of technology, including databases, reporting management, and enrolment systems. • Participate in and contribute to reviews of the portfolio program’s administrative processes, outcomes, and quality improvements. • Work with the Policy Lead to mitigate risks and issues as they arise, including developing and maintaining a risk register, and a risk profiling/matrix. 	<ul style="list-style-type: none"> • Risk registers and control measures are up to date. • The confidentiality of stakeholders and organizational information is respected and always maintained.
Other	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices including privacy and confidentiality policy. • Act only in ways that advance BEING – Mental Health Consumers’ objectives, values and reputation • Contribute to a positive organisational culture and learning environment. • Other duties as directed by Management 	<ul style="list-style-type: none"> • Total adherence to organizational policies, procedures, standards, and practices.

Key relationships

Stakeholders	Frequency	Items
Internal staff of BEING – Mental Health Consumers including CEO, Policy Lead, Program and Project heads, other staff, contractors, and volunteers	Frequently	<ul style="list-style-type: none"> • Work daily 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 to program lead.
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"> • Direct /personal experience of suicidality or self-harm • Experience in community engagement and project management. 	<ul style="list-style-type: none"> • Experience working in the mental health/ community services/ disability sector.

	<ul style="list-style-type: none"> • 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 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. • 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 	<ul style="list-style-type: none"> •

	<p>values of BEING - Mental Health Consumers.</p> <ul style="list-style-type: none"> • Positive approach to the workplace. 	
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Performance Plan

The Suicide and Self-harm Community Engagement 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 Suicide and Self-harm Community Engagement 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.

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: _____