

Community Partnerships and Participation Advisor

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, creativity and innovation, client focus, making a difference and integrity.*

Position Information

<p>Purpose</p>	<p>The Community Partnerships and Participation Advisor will be instrumental in implementing an organisation-wide program of work that distinguishes Mind as a leader in diversity, inclusion and client, family and carer participation. This role will coordinate initiatives and projects to develop the workforce capability to build community partnerships and embed community, client, family and carer involvement in decision making.</p> <p>The Community Partnerships and Participation Advisor will work to ensure that organisational systems and processes support cultural safety and engagement and the design of services best meet the needs of the community.</p>
<p>Position reports to</p>	<p>Participation and Co-design Manager</p>
<p>Mind classification level</p>	<p>SCHADS Level 6</p>
<p>Stream</p>	<p>Research Advocacy Policy Development - Inclusion and Participation</p>
<p>About the service</p>	<p>Mind Australia celebrates diversity and promotes inclusion for all people including employees, volunteers, clients, families and carers. The Inclusion and Participation business unit focuses on five principles: equity, using evidence to inform our practice, being responsive and sensitive, being person-centred and taking a systemic approach. The primary functions of the business unit are to:</p> <ol style="list-style-type: none"> 1. Design and deliver organisational systems and processes that embed approaches and attitudes that promote the cultural safety, lived experience leadership, access and engagement of the people who work, use or benefit from services. 2. Deliver high quality service provision, growth and the continued success of specialist services. 3. Support innovation, growth and development in lived experience leadership and inclusive practices.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<p>Inclusion and Participation works to ensure that organisational systems and processes incorporate the voices and contributions of the people who benefit from Mind’s services. The service are delivered in line with Mind’s Lived Experience Strategy, Peer Work Framework, Participation and Co-design Framework, Diversity and Inclusion Framework, and Reconciliation Action Plan.</p>
<p>Position description effective date</p>	<p>January 2023</p>
<p>Responsibilities</p>	
<p>Peer work</p>	<ul style="list-style-type: none"> • Willingness to utilise your own lived experience of mental ill health and recovery and/or caring to inform your work and the work of the team. • Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. • Draw on Mind’s Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader lived experience knowledgebase to inform your practice. • Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective. • Undertake lived experience related projects and adopt peer work portfolios as required. • Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.
<p>Develop and deliver participation and co-design programs</p>	<ul style="list-style-type: none"> • Contribute to initiatives to distinguish Mind as a leader in diversity, inclusion and community, client, family and carer participation. • Work with Executive Directors, General Managers, staff and stakeholders to understand current engagement with diverse communities and identify potential opportunities for participation and partnership development within Mind’s operational plans and priorities. • Support staff and stakeholders to develop and implement sustainable action plans and practices. • Ensure infrastructure, systems and processes are developed to support the work. • Develop and implement relevant training programs to educate and strengthen workforce capability.



	<ul style="list-style-type: none"> • Plan, develop, implement and evaluate programs that support place-based approaches and embed principles of community development, participation and co-design. • Use evidence-informed and relationship-based approaches to contribute to social innovation. • Ensure cultural safety and respectful, ethical practice is maintained.
Project management	<ul style="list-style-type: none"> • Work collaboratively with managers, staff, stakeholders and lived experience participants to build effective working relationships that lead to successful implementation of projects. • Develop tools and resources for community engagement and participation activities which can be distributed across the organisation to scale ideas and good practice. • Prepare and submit reporting in relation to the program including advice, updates, insights and analysis to relevant groups including the Executive Leadership Team, Senior Managers, General Managers and other leadership teams. • Facilitate and provide secretariat support for internal committees and working groups. • Manage own project strategy and implementation and oversee team project management in accordance Mind Project Management Guidelines.
Reporting and communications	<ul style="list-style-type: none"> • Support relevant stakeholders to ensure consistent implementation of community participation initiatives and programs. • Work collaboratively with internal and external stakeholder groups to achieve effective outcomes. • Ensure effective communication with stakeholders to ensure all parties understand project scope individual accountabilities and progress against time and cost indicators.
Stakeholder management	<ul style="list-style-type: none"> • Establish and maintain strong relationships with external stakeholders including opinion leaders, community groups and other organisations relevant to the work. • Collaborate with and support stakeholders, committees, lived experience participants, community leaders and other subject matter experts to ensure effective engagement, representation and ownership. • Build and maintain relationships with internal stakeholders including the Senior Manager Inclusion & Participation, Executive Directors, Senior Managers, General Managers, Business Managers, Service Managers, Team Leaders, Inclusion & Participation teams and lived experience staff. • Develop and facilitate workshops with lived experience participants as well as operational staff to ensure effective design and delivery of



	<p>participation initiatives with a purpose of enabling greater lived experience input into Mind’s organisational functions and operations.</p> <ul style="list-style-type: none"> • Build a detailed understanding of the operational requirements. • Work collaboratively with all areas of the business to ensure the organisation’s objectives are met.
Other duties	<ul style="list-style-type: none"> • Document all activities using Mind’s ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Other duties as directed.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Complete Mind’s Peer Work Program training is mandatory. • Participate in reflective practice. • Participate in Peer Practitioner Community of Practice on a regular basis. • Continue to reflect on your personal lived experience and the broader lived experience knowledgebase and how you use this in your practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Allied Health, Community Development, Health Promotion or other related field as designated by Mind and/or equivalent experience in a similar industry.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Previous experience in a similar designated lived experience role working in Community Engagement, Health Promotion, Community Development, co-design and/or project management is desirable. • Proven experience and understanding of Not for Profit, Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors. • Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers is desirable. • Demonstrated understanding of and commitment to mental health system reform and contemporary diversity and inclusion practices in complex organisations. • Lived experience of mental ill health and recovery or other form of relevant lived experience, e.g. caring for someone with a lived experience of mental ill health. Along with the ability and willingness to contribute this in working towards organisational strategies on lived/living experience workforces. • Demonstrated understanding of lived experience approaches including peer work, co-design and workforce development. • Ability to disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. • Ability to draw on Mind's Peer Work Framework and Model of Peer Work to guide your work. • Ability to draw on the broader lived experience knowledgebase to inform your practice. • Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective. • Passion to drive and champion change, initiatives and progress the lived experience agenda throughout the organisation. • Knowledge and commitment to quality diversity and inclusion practice in complex organisations. • Demonstrated understanding, ability and commitment to embedding client, family and carer participation into decision making and practice at every level.

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You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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	<ul style="list-style-type: none"> • Effective project management expertise including managing complex projects, coordinating and managing meetings. • Strong track record of leading projects and supporting lived experience participants at program, organisation or community level. • Strong presentation and group facilitation skills with ability to engage audience supported by well-designed training materials. • Proven track record in building and maintaining effective working relationships with a diverse range of stakeholders up to Executive level. • Ability to influence and work collaboratively with a range of stakeholders including clients, carers, families, supporters, peers, community groups, internal stakeholders, service providers, funding partners and government agencies. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Excellent written communication skills for the creation of reports, briefing papers and other materials to external and internal stakeholder groups. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Ability to work both autonomously and collaboratively showing initiative and flexibility.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Able to obtain and provide evidence of vaccinations against COVID-19. • Able to travel to various sites is required.

