

Lived Experience Workforce Partner

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, Integrity.*

Position Information

<p>Purpose</p>	<p>The Lived Experience Workforce Partner will work from a lived experience perspective to enable a Lived Experience Workforce within Mind that is connected, consistent and understood within the organisation. Adequately resourced and supported Lived Expertise roles help facilitate meaningful opportunities for consumer and carer participation at all levels of organisations, which in turn contributes to meaningful impact and best practice outcomes.</p> <p>The Lived Experience Workforce Partner will facilitate development activities in accordance with the Lived Experience Strategy, Peer Work Framework, Model of Peer Work and specifically the Lived Experience Workforce Project.</p> <p>The Lived Experience Workforce Partner will work within a business partnering model to oversee recruitment and retention, while supporting Mind’s workforce and hiring managers to understand, develop, support, and enable designated lived experience roles to thrive. This role will collaborate and focus on relationships with Human Resources and Operations, to work towards the best outcomes for the lived and living workforce at Mind.</p>
<p>Position reports to</p>	<p>Lived Experience Workforce Manager</p>
<p>Mind classification level</p>	<p>SCHADS Level 6</p>
<p>Stream</p>	<p>Research, Advocacy & Policy Development - Inclusion & 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:</p> <ul style="list-style-type: none"> • Equity • Using evidence to inform practice.

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.



	<ul style="list-style-type: none"> • Being responsive and sensitive. • Being person-centered. • Taking a systemic approach. <p>The primary functions of the business unit are to:</p> <ul style="list-style-type: none"> • Design and deliver organisational systems and processes that embed approaches and attitudes that promote cultural safety, lived experience leadership, access and engagement of the people who work, use or benefit from services. • Deliver high quality service provision, growth and the continued success of specialist services. • Support innovation, growth and development in lived experience leadership and inclusive practices. <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 services are delivered in accordance 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>August 2023</p>
<p>Responsibilities</p>	
<p>Lived expertise</p>	<ul style="list-style-type: none"> • Willingness to utilise your own lived and living experience of mental ill health and recovery and/or caring to inform your work and the work of the team. • Draw on Mind’s Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader lived experience knowledge base 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 co-production in all aspects of the service including program evaluation, planning, decision making and service design.
<p>Support workforce development</p>	<ul style="list-style-type: none"> • Draw on lived expertise approaches informed by a commitment to social change and human rights to help shape the delivery of lived experience workforce development strategies.



	<ul style="list-style-type: none"> • Utilise Mind’s Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide work planning. • Support strategies that build capacity of the lived experience workforce in line with evidence-informed approaches, targets and deliverables around growth and development. • Advocate for the value of lived experience within the organisation across quality, values and business outcomes. • Work to form pathways and develop relationships with internal stakeholders to support the organisational understanding of the Lived Experience workforce. • Work with team to develop and deliver suitable training programs to educate and strengthen workforce and participant capability. • Provide support to teams to upskill practice knowledge.
<p>Business partnering</p>	<ul style="list-style-type: none"> • Deliver strong business partnering services and support to a portfolio of internal stakeholders. • Support the design, development and implementation of processes and systems to ensure that the Mind Lived Experience Workforce thrives. • Build a detailed understanding of the business/workforce requirements and support managers to understand Lived Experience Workforce operational requirements. • Support the organisation to understand operational Lived Experience processes/requirements and work together to streamline these. • Proactively work across the organisation to continue to embed the Lived Experience Workforce Partner model. • Provide informed strategic advice and support to stakeholders to inform decisions regarding policies and procedures, legislation, workforce planning, Lived Experience practice, sustainability, and innovation. • Contribute to high quality people management and employee relations practices, liaising with Human Resources as required. • Support development and implementation of the Lived Experience workforce strategy to enable growth and service delivery with strong focus on quality, sustainability, and agility. • Maintain up to date knowledge of Lived Experience principles, understanding of the consumer movement, national Lived Experience strategy, Mind Lived Experience framework, Lived Experience Project Plan, Lived Experience strategy.
<p>Project management</p>	<ul style="list-style-type: none"> • Manage own project strategy, implementation and oversee project management in accordance with Mind Project Management Guidelines.



	<ul style="list-style-type: none"> • Work collaboratively with the Inclusion & Participation team, internal and external stakeholders, and lived experience participants to build effective working relationships that lead to successful implementation of projects and effective outcomes. • Work in partnership with stakeholders to ensure consistent implementation of program initiatives and activities across the business. • Ensure effective communication with stakeholders to ensure all parties understand project scope individual accountabilities and progress against time and cost indicators. • Communicate with stakeholders to build a compendium of success stories, building an evidence base for the Lived experience Workforce Partner model. • Ensure infrastructure, systems, processes and guidelines are developed to support the program. • Prepare and submit reporting as required. • Develop tools and resources for workforce engagement and participation activities for staff which can be distributed across the organisation to scale ideas and embed in practice.
<p>Partnerships</p>	<ul style="list-style-type: none"> • Attend internal and external meetings, networks, and working groups as appropriate in line with Mind’s delegation schedule and with the support of management. • Operate adaptively in an environment where competing priorities and interdependencies need to be weighed up to achieve an overall optimal outcome. • Use stakeholder management skills to bring together various areas and differing viewpoints to achieve common goals in line with the Lived Experience Workforce Project Plan and Mind’s Lived Experience Strategy. • Work closely with the Human Resources team on strategies to navigate Lived Experience recruitment and process changes. • Work with Operations teams to understand ways in which we can support Mind’s Lived Experience workforces. • Collaborate and seek to understand the voices of Mind’s Lived Experience Workforce.
<p>Training</p>	<ul style="list-style-type: none"> • Work with Lived Experience Workforce Manager and Learning and Development team to design appropriate workforce training. • Utilise co-design principles and practices in designing training. • Listen to the needs of the Lived Experience Workforce and hiring managers at Mind to navigate the training design process. • Deliver workforce training in alignment with adult learning principles.
<p>Other duties</p>	<ul style="list-style-type: none"> • Document all activities using Mind’s ICT system and processes.



	<ul style="list-style-type: none"> • 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 regularly. • Continue to reflect on your personal lived experience and the broader lived experience knowledge base 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, Occupational Therapy, Community Services, Health Policy or other health related field as designated by Mind and/or equivalent experience in a similar industry. Completion of Intentional Peer Support Core and/or Advanced training will be considered an alternative to tertiary qualifications.
Knowledge, skills and experience required	<ul style="list-style-type: none"> 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 while working towards organisational strategies for lived/living experience workforces. Demonstrated understanding of lived experience approaches including peer work, co-design, and workforce development. Understanding of Lived Experience Workforces, recruitment, and operational need. Ability to disclose your lived and living 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. Spearhead co-design and coproduction in all aspects of work including program evaluation, planning, decision making and service design.
Other	<ul style="list-style-type: none"> Right to work in Australia. Current valid Australian driver’s license. 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.

To learn more about Mind visit mindaustralia.org.au



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

Mind Australia Limited ABN 22 005 063 589

