JOB AND PERSON SPECIFICATION
Program Manager
Lived Experience Workforce Program

The MHCSA

The Mental Health Coalition of SA (MHCSA) is a peak body for mental health in SA. The MHCSA vision is All South Australians living with mental health challenges are supported to thrive in the community. The MHCSA has played a key role in supporting the workforce development needs of the non-government mental health workforce for over 10 years.

This position leads the NGO Lived Experience Workforce Program (LEWP) and its sub-projects, which support the growth and development of the Lived Experience workforce in the non-government mental health sector. This position is subject to funding.

1. Summary of the broad purpose of the position in relation to the organisation's goals

The Manager, Lived Experience Workforce Program (LEWP) is responsible for the planning, development, implementation, delivery and oversight of the implementation of projects and initiatives which ensure the continued development of the mental health Lived Experience workforce in the NGO sector in South Australia.

The position is part time 0.8FTE until 30 June 2024 with potential extension, subject to funding. Remuneration is under the SCHADS Award and is negotiated in accordance with qualifications, skills, knowledge and experience.

2. Reporting/Working Relationships

The Manager, LEWP reports to and receives direction from the Executive Director, MHCSA and mentoring support from the Senior Officer, Policy and Projects of the MHCSA.

External Relationships

- LEWP Reference Group
- People with a Lived Experience of mental health challenges (personal and carer/family)
- Non-government organisations
- Office of the Chief Psychiatrist
- SA Mental Health Commission
- LHNs
- PHNs
- Other Government Departments
- Relevant Registered Training Organisations

- Regional and private mental health service organisations
- Relevant state and national organisations, such as Peak bodies.

3. Special Conditions

- This is a designated lived experience role
- The incumbent will uphold the values and objectives of the MHCSA.
- The incumbent may be required to enter into an annual performance agreement for the achievement of specific or service or project outcomes.
- A driver's licence and willingness to drive is essential.
- The incumbent will be required to pass Police and Working with Children Checks.
- The position is 0.8FTE until 30 June 2024 with potential for extension subject to funding.

4. Statement of Key Outcomes and Activities

1. Ensure contractual outcomes and reporting of LEWP are met.
2. Manage any funded projects that report directly to LEWP.
3. Develop and implement a workforce development strategy with the NGO mental health sector, with particular focus on lived experience workforce.
4. Develop and implement a work plan for the MHCSA's Lived Experience Workforce Program for the non-government mental health Lived Experience workforce.
5. Represent the non-government mental health sector at SA mental health Lived Experience forums.
6. Promote and encourage implementation of the Standards and Guidelines for the NGO Mental Health Lived Experience workforce within the non-government mental health sector and support the sector to implement the Standards and Guidelines.
7. Work with the Senior Project Officer, LEWP to establish and maintain Lived Experience and non-government organisation networks.
8. Ensure the provision of up-to-date information to the non-government mental health sector relevant to employers and people interested in becoming Lived Experience workers, including options for pre-employment training and support.
9. Ensure the promotion of work experience and accredited and non – accredited training opportunities for people interested in becoming Lived Experience workers, including the development of information resources regarding pre-employment training and support.
10. Develop and implement with non-government employers and Lived Experience workers a Lived Experience workforce development strategy and training plan.

11. Ensure development and implementation of a mental health Lived Experience supervision framework and promote opportunities for Lived Experience career development.

12. Work with the non-government sector in building its capacity to support the development of the mental health Lived Experience workforce.

13. Work in partnership with the Department for Health and Wellbeing, in particular the Office of the Chief Psychiatrist, in setting strategic priorities and plans for the mental health Lived Experience workforce across SA and adopting the Standards and Guidelines for the workforce where appropriate.

14. Ensure the collection of data and provide reports regarding the development of the mental health Lived Experience workforce within non-government organisations.

15. Other duties as reasonably directed by the Executive Director, MHCSA.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Tertiary qualifications in a relevant discipline and/or extensive community experience.

Personal Abilities/Aptitudes/Skills

1. Demonstrated management and leadership skills.

2. Proven ability to initiate new networks and linkages within the non-government mental health sector and related sectors quickly and efficiently.

3. Demonstrated commitment to, empathy for, and appreciation of, the sensitivities of people with personal Lived Experience, family/carers and other stakeholders.

4. Proven ability to think strategically and innovatively, and to resolve complex problems.

5. Demonstrated ability to establish and maintain working relationships with a wide range of people.

6. Highly developed written and verbal communication skills, including the ability to consult, negotiate and resolve conflict.

7. High level interpersonal skills that foster trust and cooperation and a proven ability to work effectively and with integrity.

8. Demonstrated understanding of workforce development including planning, training and professional development.

9. Demonstrated ability to manage high volumes of work, exercise judgment and delegate authority and determine priorities.

Experience

1. Mental health Lived Experience expertise (personal or family/carer), ability to articulate and demonstrate personal recovery and highly developed wellbeing self-management skills.

2. Experience in the development, implementation and evaluation of projects and/or programs.

3. Experience in group facilitation to gain insight, influence direction and resolve problems.

4. Experience in working with Government departments to achieve mutually agreed outcomes.

Knowledge

1. A sound knowledge of mental health service structures and systems within South Australia.
2. Understanding of and empathy for the experience of people with personal or carer/family Lived Experience in mental health services, including human rights, health, wellbeing and family relationships, especially in the area of social and emotional wellbeing.
3. Knowledge of Commonwealth and State initiatives in the role of Lived Experience workers in mental health.
4. Knowledge of emerging trends and policy directions in mental health, both nationally and internationally.

Educational/Vocational Qualifications

1. Tertiary qualifications in a relevant discipline and/or extensive community experience.