

Position description

Consumer Participation Officer (WA)

Section A: position details

Position title:	Consumer Participation Officer (WA)
Employment Status	Part Time (0.4 EFT / 0.5EFT for first 12 months then 0.4EFT)
Classification and Salary	CSS Level 4 from \$65,760 - \$70,979 pa (pro rata) dependent on skills and experience
Location:	Neami Joondalup Travel required between other sites (Armadale and Perth)
Hours:	Monday to Friday 9:00am – 5:30pm (To be negotiated)
Contract details:	Ongoing

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

Position overview

Neami has commenced an exciting new initiative to implement the newly developed Consumer Participation Framework across its National Services. We require an enthusiastic individual with a lived experience of recovery to take a leadership role as well as to initiate and maintain systems and processes for consumer participation in line with the Consumer Participation Framework and strategy for the organisation. The person will play a key role to support an active and inclusive approach to consumer participation in all aspects within the state and contribute to the organisation

as a whole. The successful applicant will be required to travel to Sydney or Melbourne for quarterly meetings, travel to regional services and be able to drive to service sites within their State.

Period of employment

Ongoing, subject to a 3-month probationary period.

Accountability

The Consumer Participation Officer is responsible to the Western Australia State Manager.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Corporate Support Services Level 4 from \$65,760 - \$70,979 (pro rata) depending on experience.

A number of benefits are available to all staff, including generous salary packaging, increasing the take home wage by more than \$7,000 pa (pro rata).

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$129.00).

Section B: application procedure

To discuss the position, please contact:

Name: Helen McMahon
Title: WA State Manager
Contact Phone Number: (08) 6200 9165

Applications should include a CV and a Cover Letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the “Apply for a Job” tab on our website to submit your application.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: **Sunday 16 November 2014**

Please visit www.neaminational.org.au for more information on our organisation, services and other employment opportunities around Australia.

Section C: key responsibilities

Strategic Development

- Work with the State Leadership Team to develop an overarching structure to guide planning, resourcing and development of consumer participation
- Provide support to service sites in the development and implementation of the Consumer Participation Framework
- Develop and maintain links with state consumer bodies and key agencies to support best practice in consumer participation
- Work closely with the State Manager in taking a leadership role in developing systems and processes for consumer participation within the State in line with co-production principles
- Attend quarterly meetings with Consumer Participation Officers, State Managers and Manager of Consumer Participation in Melbourne or Sydney to develop organisation priorities and monitor progress around the Consumer Participation Framework
- Work with the Manager Consumer Participation Strategy located at Head Office in Victoria for mentoring support and ongoing development of consumer perspective work
- Represent Neami National in relevant forums and consultations in South Australia
- Ability to facilitate and support facilitation of consumer participation with consumer groups
- Uses the principles of coproduction to educate and influence change
- Maintain a current and developing knowledge of consumer perspective work

Resourcing best practice

- Provide advice to consumers, staff and managers to support the development of skills and knowledge to support inclusive participation in planning and decision-making
- Draw upon your lived experience, knowledge, skills and abilities in consumer participation to resource best practice
- The ability to drive to each service site and travel to regional service sites to resource Consumer Participation Portfolio Holders in the development of inclusive participation at the service site from a consumer perspective
- Contribute to the development of resources that will support consumers with participation
- Work with Learning and Development to implement a schedule of Launching Pad in the State
- Maintain and resource a register of consumers who have completed Launching Pad with regular newsletters and updates and consumer participation opportunities
- Support the implementation of the Consumer Participation Framework and all related activities
- Develop a range of strategies to promote the Consumer Participation Framework in the State

Participate fully as a team member

- Actively participate in reflective practice through team meetings, decision-making processes, planning sessions, supervision and staff development activities from a consumer perspective framework

- Participate in team meetings and initiatives
- Co-operate closely with Consumer Participation Officers based in other states
- Facilitate regular meetings and support consumer participation 'champions' located within each Neami service site
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future
- Comply with all Neami policies and procedures, the Neami Code of Ethics, participate in regular supervision with the State Manager

Maintain records and resources

- Collect, collate and maintain data on activities associated with the role
- Regularly report to the Manager regarding achievement of work plan

Section D: selection criteria

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values
- Demonstrates commitment to consumer rights and participation in the sector and broader community

Working with people and building connections

- Uses clear and positive communication to work with and foster partnerships with key stakeholders including consumer networks
- Contributes to the collective wisdom of the team and builds team spirit
- Listens, consults others and communicates clearly and proactively
- Shows respect and sensitivity towards diversity
- Demonstrates confidence and maturity in broaching challenging conversations
- Encourages ideas and facilitates discussion to galvanize commitment from people at all levels

Planning, organising and analysing

- Takes initiative, acts with confidence, and works under own direction
- Manages time effectively, and prioritises appropriately
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes
- Identifies opportunities for organisational improvement and responds with innovative ideas
- Works strategically with key stakeholders to realise organisational goals
- Proactively investigates new developments and trends in consumer participation
- Follows procedures and policies, demonstrating understanding of the broader context

Presenting and communicating information

- Structures and communicates information to meet the needs and understanding of the intended audience and takes responsibility for understanding what others are saying
- Prepares written information which is succinct and clear
- Uses a personal narrative from a lived experience of recovery and participation in an educational, sustainable and safe way

In addition you will need:

- Clear commitment to consumer rights and participation in mental health services
- Computer literacy
- Current Australian driver's licence

Section E: about Neami National

Neami National's mission and vision

“Full citizenship for all people living with a mental illness in Australian society”

Improving mental health and well-being in local communities captures what Neami is about, and defines the context in which the organisation operates. Neami takes a holistic view of individuals' mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build resilience and strength to make their own choices about their recovery
- Working with consumers to build their confidence while participating in their community
- Assisting consumers to plan their own program and build their connections with their community
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life

Neami's values

Consumers, staff and board members have defined the values which drive Neami's vision and mission below:

- | | | |
|----------------------|---------------------------|------------|
| • Self determination | • Hope | • Change |
| • Respect | • Growth | • Choice |
| • Empowerment | • Wellbeing | • Learning |
| • Partnerships | • Acceptance of diversity | • Quality |

A brief history of Neami National

Neami National began its journey in Melbourne's northern suburbs in 1986 with a group of people wanting to improve the lives of their family members, friends and neighbours living with mental illness. From 1990 to 1996 major changes to mental health services in Victoria led to large growth and development for Neami and by 2000 we had transitioned from a small community agency to the primary rehabilitation and support services provider for people with a mental illness in the northern region of Melbourne. In 2003 Neami expanded its services to New South Wales (NSW) as part of the Housing Accommodation and Support Initiative (HASI) and the following year was successful in obtaining funding to expand services to South Australia.

Federal funding in 2007 for the Day to Day Living in the Community Program and the Personal Helpers and Mentors Program saw expansions to services in NSW and Victoria and the establishment of services in Western Australia (WA) as well as in Brisbane in 2009. In 2011 Neami's Victorian services continued to expand following the merger with Inner East Mental Health Service Association (IEMHSA) with services in Sydney also broadening to include an Aboriginal Assertive Outreach Service. Services in WA experienced growth in 2012 with the introduction of Individual Community Living and Support Packages and expanded further in 2013 with the sub-acute Service in Joondalup. Two more sub-acute services were set up in Dubbo and Broken Hill with 5 services now operating across Perth, Melbourne, and NSW.

Most recently 2014 saw growth in South Australia with Neami selected as service provider for the Local Health Network Residential and Home-based Crisis Respite Services. There was also

considerable expansion of Neami's Victorian outreach services and the addition of Youth Residential Rehabilitation services as a result of the recommissioning of mental health community support services in Victoria. Today, Neami is one of Australia's largest and most innovative specialist community mental health services supporting over 3,000 people across the country.

Five reasons to join Neami National

1. A quality organisation

Neami National has a passionate commitment and 25 years' experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers' view about their recovery. As a result, Neami National has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami National's belief that consumer participation should influence all levels of decision making. In keeping with this, Neami National has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

2. A growing organisation

Neami National has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 2500 consumers accessing our service within the past ten years, resulting in employee numbers growing from 50 to over 700 staff. This growth has increased our operating budget to more than \$40 million. This has allowed Neami National to grow to 13 Services in NSW, 7 in SA, 3 in WA, 2 in QLD, and 22 in Victoria, and we foster ambitious growth plans for the future.

3. A learning organisation

Neami National has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, 2010 and 2013. Neami National achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami National has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, the Service Development team has supported the implementation of the Collaborative Recovery Model across all services. The Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

4. A well regarded organisation

Neami National has a distinguished reputation, and is highly regarded nationally by the NGO Mental Health, the clinical, and the community and housing sectors. The organisation is a member of the Mental Health Council of Australia, VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia. The CEO is currently the Chair, Audit and Compliance Committee of the Mental Health Council of Australia (MHCA) and a Director of Housing Choices Australia and Crisis Support Services in Victoria.

5. An organisation that values its staff

Teamwork is vibrant, reflective and challenging at service delivery, management and Board level. The culture at Neami National fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental illness. As well as providing an attractive work environment, Neami National provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.

Background to Consumer Participation at Neami

Neami's vision is:

“Full citizenship for all people living with a mental illness in Australian society”

Neami National has a long history of consumer participation that has been embedded from the beginning of the organisation. In 2009, the Neami Board of Directors instigated an audit of Neami's consumer participation practices. The results from this audit were compiled into The Consumer Participation and Leadership (CPL) Report 2010. The report recommended further investigation into consumer participation and leadership across the organisation.

Following on from The Consumer Participation and Leadership (CPL) Report (2010), Neami has undertaken further work and made significant inroads into the development of pathways for consumer participation, including:

- *The Consumer Advisory Group Review (2012)*
- *The integration of consumer participation in all strategic planning activities*
- *The identification of a range of consumer participation opportunities in State Plans*
- *The development and roll out of Launching Pad a consumer leadership and education program which aims to support consumers in their participation by creating a learning environment for consumers to develop skills and knowledge to engage in participation opportunities*
- *The implementation of the feedback process for consumers and carers*
- *The appointment of a Manager Consumer Participation Strategy*

The Consumer Participation Framework progresses a coordinated approach that enables consumer participation to be embedded into the systems and processes of Neami.

The following diagram outlines the implementation process for co designing consumer participation plans within Neami.

Implementation of Consumer Participation Framework

