



Mental Health Carers NSW

Recruitment
Information Kit
Policy Manager

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1. JOB ADVERTISEMENT

Mental Health Carers NSW Policy Manager – Full Time

Are you passionate about mental health reform and ensuring people's voices are heard for systemic change? Do you have experience working in non-government organisations focusing on policy research and advocacy? Do you have the skills and experience to manage and lead a team? We're looking for you! We are excited to announce that we are seeking a full time Policy Manager.

This role will oversee all MHCN's Policy work including managing the MHCN's DAFP Policy and Advocacy Team and the Carer Policy and Advocacy Team including providing work direction, resource support and regular supervision deliver timely policy advice on priority issues relevant to people who experience psychosocial disability and NSW mental health carers.

As the Policy Manager you will be the face of MHCN's Policy and Advocacy services directly responsible for liaising with government policy makers and funders and non-government organisations and engaging with service providers and client groups to identify key needs, barriers, and solutions. You will also ensure that MHCN's DAFP and carer policy advocacy is provided efficiently and consistently and that the voice of people with experience of psychosocial disability or episodic mental distress and their family, friends and kin are captured and authentically represented in MHCN's advocacy.





What we are looking for

- Demonstrate well-developed communication skills, including the ability to communicate in trauma informed and recovery-oriented ways, and experience managing or engaging with (or both) people with lived experience of serious and persistent mental distress and/or of caring for people with such experience.
- Have substantial experience working in a policy role, preferably within mental health or other peak/systemic advocacy for disadvantaged populations.
- Have substantial experience of managing projects including planning, implementation, reporting, and managing multiple workflows with multiple tasks and targets.
- Experience managing a team of direct reports, including those with lived experience and/or caring for people with such experience, and providing feedback and ongoing support, managing work output and outcomes and reporting to KPIs.

See the Position Description on Page 6 for the full list of selection criteria.

Benefits of working with MHCN

- A **full-time fixed-term position to 30 June 2024** with a competitive salary:
 - Social, Community, Home Care & Disability Services Award Level 6 Pay Point 1, plus Super & Option of Salary Packaging to increase take home pay.
 - Possibility for extension beyond June 2024.
- **Additional days-off**, above the Award Leave (between Xmas and New Year's Day).
- **Flexible working arrangements** such as flexible start/ finish times, generous time-in lieu arrangements and working from home options.
- A **workplace wellbeing program** including membership of Uprise Wellbeing and EAP services and regular wellbeing events.
- Work for a **peak-body organisation** with a systemic approach to raising the voice of carers to create change.
- Opportunity to work at **Collective Purpose**, a modern workspace shared by four likeminded community managed organisations in a city-location.
- **Welcoming and inclusive culture** encouraging diversity and equal opportunity.

MHCN is an equal opportunity employer and encourages applications from all qualified applicants and strongly encourages applications from people with diverse backgrounds including First Nations people, LGBTQIA+ people, culturally and linguistically diverse people, people living with disabilities and people with a lived experience of or caring for someone living with a mental health condition and/or psychosocial disability.

MHCN encourages applicants to request reasonable adjustments to facilitate the recruitment process. MHCN will consider reasonable adjustments requests to facilitate employment of the right candidate. For further information or discussion, please contact Laura Knight at MHCNadmin@mentalhealthcarersnsw.org



Interested?

Please read the application guidelines in the Recruitment Process and send your completed application via email (resume & responses to the selection criteria) to Laura Knight, Business and Organisation Support Services Manager at:

MHCNadmin@mentalhealthcarersnsw.org

2. RECRUITMENT PROCESS

Application Process:

- Applications are to be submitted by email to Laura Knight, Business and Organisation Support Services Manager at MHCNadmin@mentalhealthcarersnsw.org
- The closing date for applications is **11.59pm, Sunday 19th February 2023**.
- Late applications will not be considered.
- Applications must include **a current resume, and a statement addressing all Essential Selection Criteria**. Desirable Criteria should only be answered where it enhances the application. Selection Criteria are found in the Position description in Section 4.
- Applications **will not progress** to an interview if all the selection criteria are not addressed or if we receive incomplete applications.
- All applications will be acknowledged that they have been received by email.
- Applicants who proceed to the interview round will be asked to submit a piece of writing that demonstrates their ability to write, demonstrating critical thinking, research and/or analytical skills. The piece of writing can be a report, policy brief, or other appropriate piece that you have written as part of previous employment or education.

Selection Process:

- Selected applicants will be invited to attend an interview and will be given at least one week's notice of the time and date.
- Interviewees will be sent the interview questions at least 1 day prior to the interview.
- Interviews will be conducted online via ZOOM or in person and will last 45 minutes – 1 hour.
- All interviewees will be asked the same set of questions, although the panel reserves the right to include set tasks to complete as part of the interview process and/or to ask additional clarifying questions if necessary.
- The panel will rank eligible applicants in order of preference.
- The panel will check references as provided by the selected applicants.
- The successful applicant will be offered the position. If they decline, the position will be offered to the next ranked person.
- All unsuccessful applicants will be notified via email as soon as possible after the recruitment process is completed.



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- Applications and questions can be addressed to MHCNadmin@mentalhealthcarersnsw.org

This role requires evidence of the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- Primary COVID19 vaccination shots 1 & 2.
- Eligibility to work and live in NSW, Australia.
- Education or Skill Qualifications (if requested), that were used as part of their application or a requirement of the role.

Evidence of the above checks must be provided by the successful applicant prior to or within a specified period of the role starting. Employment is conditional upon satisfactory completion of these requirements.

3. ORGANISATION PROFILE

Mental Health Carers NSW INC (MHCN)

Type of organisation:	Non-government organisation, registered charity, PBI status, DGR status, founded in 1974
Funding sources:	Mental Health Branch of the NSW Ministry of Health, NSW Mental Health Commission, Department of Justice and Communities, donations, and bequests
Geographical focus:	NSW
Issue focus:	Systemic advocacy, policy and capacity development for families, carers and friends supporting someone with a lived experience of mental illness in NSW.
Industry focus:	Systemic advocacy, policy, Information, health promotion, capacity development, peer support, networking.

Contact details:

Address:	Building C, Suite 2.02, 33 Saunders St, Pyrmont NSW 2009
Telephone:	02 9332 0777
Fax:	NA
Email:	MHCNadmin@mentalhealthcarersnsw.org
Website:	www.mentalhealthcarersnsw.org

Mental Health Carers NSW Inc (MHCN)

Arafmi was founded in 1974 as the 'Association of Relatives and Friends of the Mentally Ill' and renamed to 'Mental Health Carers Arafmi NSW Inc.', commencing trading as Mental





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Health Carers Arafmi NSW (**MHCN**) in 2016 to align with our national body Mental Health Carers Australia and recovery-oriented language.

As the peak body for mental health carers in NSW, **MHCN** represents the interests of mental health carers to the NSW Ministry of Health, and provides information, capacity development and systemic advocacy on behalf of mental health carers.

MHCN regularly consults with carers across NSW to gain information on their opinions and experiences with the mental health system. **MHCN** uses the information gained in these consultations to provide feedback on policies and services on behalf of carers to NSW Health and to other health services and policy makers.

With its core functions funded by the Mental Health Branch of NSW Health, **MHCN** developed the **Mental Health Carer Advocacy Network (MHCAN)** to broaden its engagement with mental health carers in its advocacy and to assist roll out of the **NSW Lived Experience Framework**.

By influencing changes in policy, legislation, and service provision, **MHCN** aims to make a positive difference to the mental health system for carers and through the **MHCAN** to empower carers to become champions for change, sharing their lived experience to promote mental health reform in NSW.



Facebook:

<http://www.facebook.com/mentalhealthcarers/>

Instagram:

<http://www.instagram.com/mentalhealthcarersnsw>

Twitter: <https://twitter.com/mhcarersnsw>



4. POSITION DESCRIPTION

Policy Manager – Position Description January 2023

Organisation:	Mental Health Carers NSW Inc. ('MHCN')
Title:	Policy Manager
Employment type:	Full-time 38 hours per week, fixed term to 30 June 2024.
Award Classification:	Social, Community, Home care & Disability Services Award Level 6 PPI to PP3.
Location:	MHCN's office, home, and other locations as needed. Building C, Suite 2.02, 33 Saunders St, Pyrmont, NSW 2009
Reports to:	CEO
Direct Reports:	Consumer Policy Officer (DAFP), Carer Policy and DAFP Project Officer, Senior Policy Advisor and Policy Officer.
Indirect Reports:	Administration Officer (PAT duties), Peer Facilitators and Participation Supports.
External Liaisons:	NSW Health, Department of Communities and Justice, NSW government representatives, Individual Advocacy Providers, mental health carers and people with lived experience of psychosocial disability or serious and persistent episodic mental distress, relevant organisations and service providers

About MHCN

Arafmi was founded in 1974 as the 'Association of Relatives and Friends of the Mentally Ill' and renamed to 'Mental Health Carers Arafmi NSW Inc.', commencing trading as Mental Health Carers Arafmi NSW (MHCN) in 2016 to align with our national body Mental Health Carers Australia and recovery-oriented language.

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With its core functions funded by the Mental Health Branch of NSW Health, MHCN developed the **Mental Health Carer Advocacy Network (MHCAN)** to broaden its engagement with mental health carers in its advocacy and to assist roll out of the **NSW Lived Experience Framework**.



By influencing changes in policy, legislation, and service provision, MHCN aims to make a positive difference to the mental health system for carers and through the MHCAN to empower carers to become champions for change, sharing their lived experience to promote mental health reform in NSW.

In October 2022, MHCN was awarded the tender for Department of Communities and Justice **Disability Advocacy Futures Program (DAFP)** for psychosocial disability systemic advocacy. MHCN will deliver systemic advocacy through this project that includes liaising with Individual Advocacy Providers, stakeholders, government and non-government decision-makers, and DCJ to improve understanding of the unique issues faced by people with psychosocial disability to enhance access to state funded, non-health, government services.

Role Description

This role has full oversight responsibility for all of MHCN's Policy and Advocacy teams and the work they do. This includes managing the work of the DAFP team to establish, grow and develop the *Psychosocial Disability Advocacy (DAFP) Platform* as well as managing the policy research and advocacy work of the existing mental health carer team, including the *Mental Health Carer Advocacy (MHCAN) Platform*.

The role oversees ongoing co-design and implementation of a systematic consultation program for the DAFP program and the policy liaison with the MHCAN. The role will also manage responses to systemic issues to inform and support MHCN's systemic advocacy.

Internally, the role manages collaboration with other MHCN functional teams requiring policy and advocacy support as well as overseeing external stakeholder relations related to policy and advocacy work. You will ensure that MHCN's DAFP and mental health carer advocacy programs are provided efficiently and consistently and that the needs and voice of people with experience of psychosocial disability or episodic mental distress and their family, friends and kin are captured and authentically represented in MHCN's advocacy.

Duties and Responsibilities:

Policy and Research Management Duties:

- **Lead the DAFP Policy and Advocacy Team in the psychosocial disability work**, to advocate to the NSW community and NSW state-funded non-health public services to enhance access and effectiveness of those services for people experiencing psychosocial disability, including in their development and delivery of a 2023 Psychosocial Disability Platform, (progress to be reported against, and content updated, annually), and consequential policy and advocacy work such as submissions, position statements, committees, and reports.



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- **Lead the Carer Policy and Advocacy Team in the mental health carer work**, to advocate on behalf of family, friends and kin of those experiencing psychosocial disability and/or serious and persistent episodic mental distress, to the NSW community and NSW Health, the Mental Health Branch, and NSW Health funded services, and other service providers and policy makers to enhance recognition, engagement and support of mental health carers, including in the development and delivery of an annual Mental Health Carer Policy Agenda (progress to be reported against, and content updated, annually), and consequential policy and advocacy work such as submissions, position statements, committees, and reports.
- Lead the policy team to co-design, maintain, support and/or deliver programs of engagement and consultation and policy development including policy analysis, service review, and research initiatives to inform the Psychosocial Disability Platform and Mental Health Carer Policy Agenda and drive policy reform.
- Be lead liaison on Department of Communities and Justice and NSW Health requests for participation in policy work.
- Oversee Policy and Advocacy Team support for other MHCN teams in engaging lived experience in Department of Communities and Justice and NSW Health requests for participation in policy work.
- Plan and monitor the workflow of the Policy and Advocacy Teams, keeping accurate and up-to-date records of all correspondence, issues, requests, responses, and reports.
- Oversee delivery of an evidence-based thought leadership piece on issues facing people experiencing psychosocial disability or serious and persistent episodes of mental distress, and/or their family, friends and kin as required under the DAFP contract (i.e., 1 per FY).
- Ensure that all communications demonstrate best practice and use inclusive, mental health appropriate and accessible language.

Supervision & Support Duties:

- Support the recruitment and onboarding of Policy and Advocacy staff, including development and review of position descriptions for the various MHCN policy and advocacy roles.
- Oversee the physical and psychological health, safety and wellbeing of staff and volunteers ensuring a trauma informed approach to safe systems of work and wellbeing in the workplace and access to resources, knowledge, training and support:
 - Ensure WHS and Wellbeing are standing agenda items at all 1:1 and team meetings.
 - Ensure risk assessments and documentation are in place and renewed on-time and accurately to support the WHS of the Policy and Advocacy Team.



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- Monitor progress, and provide support through organising regular 1:1 meetings and team progress reviews:
 - Hold a fortnightly 1:1 with all staff who report to the role.
 - Hold a fortnightly (at least) PAT team meeting.
- Oversee the growth and development of the Policy and Advocacy Team ensuring professional development and wellbeing goals are in place:
 - Agree not less than 2 professional development targets to be reported on annually.
- Facilitate informal resolution of early-stage grievance, performance or conduct issues and manage, including timely escalation to HR support, ongoing, complex, serious or formal employee matters.
- Manage and approve fortnightly timesheets, overtime, TIL and leave requests for supervised Policy and Advocacy staff and liaise with other managers/CEO on anomalies.

Organisational and Team Management Duties:

- In consultation with the CEO, produce an annual operations plan for the MHCN Policy and Advocacy Team to ensure clarity of direction in policy work including setting key objectives and targets from the Psychosocial Disability Advocacy Platform and Mental Health Carer Advocacy Platform. Oversee and manage:
 - achievement of funding KPIs.
 - achievement of annual plan targets.
 - all related reporting including contribution to Board and Annual Reports.
- Attend and contribute to strategic and operational managerial and organisational-wide meetings.
- Support development of the MHCN annual budget and manage the program responsibly within budgeted resources.
- Build agreed annual workplans with supervised staff, including:
 - Agree up to 5 personal KPIs to be reported against quarterly.
 - Agree not less than 2 professional development targets to be reported on annually.
- Facilitate individual and team reviews and reflection on plan progress and service outcomes and develop continuous service improvement plans.
- Attend and engage in regular 1:1 meetings with the CEO.
- Actively engage in training, learning and wellbeing planning and activities for yourself, team and/or organisation.
- Attend regular team meetings with other staff members/teams, as needed.
- Oversee, and lead by example, compliance with MHCN's policies and procedures.

General Duties:

- Act in accordance with CP's policies and procedures, including work, health, and safety, when in the office.



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- Act in accordance with the principles of carer and consumer empowerment and inclusion
- Act at all times in accordance with the Disability Services Act 1993, Anti-Discrimination Act, Privacy Act 2012, and MHCN's Risk Mitigation Plan and WHS policies.
- Exercise duty of care to other staff and visitors to the CP Hub and MCHN workplaces and report all hazards and near misses, incidents and accidents to management.

Essential Selection Criteria

You will have well-developed communication skills, including the ability to communicate in trauma informed and recovery-oriented ways, and experience managing or engaging with (or both) people with lived experience of serious and persistent mental distress and/or of caring for people with such experience. All answers should reflect this expectation.

Demonstrate:

- Substantial experience working in a policy role, preferably within mental health or other peak/systemic advocacy for disadvantaged populations.
- Substantial experience, of managing projects including planning, implementation, reporting, and managing multiple workflows with multiple tasks and targets.
- Experience managing a team of direct reports, including those with lived experience and/or caring for people with such experience, and providing feedback and ongoing support, managing work output and outcomes and reporting to KPIs etc.
 1. *Ensure your answer focuses on participatory, person-centred, trauma informed approaches to performance management and/or reasonable adjustment in the workplace.*
- Highly developed written skills and ability to prepare and/or critique research reports, policy submissions, statements and reports for a wide range of audiences. (using 2 examples)
- Experience, engaging with government and non-government representatives, particularly decision makers and executives (using 2 examples).

Desirable Criteria

- Lived experience of psychosocial disability or serious and persistent episodic mental distress and/or caring for people with such experience.
- Well-developed research skills including mixed methodologies, literature reviews, critical thinking, and ability to develop and deliver written communications accessible to all stakeholders.
- Relevant tertiary qualification in peer work, social work, mental health or health service policy or planning or stakeholder management.
- Understanding of the psychosocial aspects of mental health, carer support, community managed services and/or state government sector.
- Experience conducting co-design, research, and evaluation.