



Mental Health Carers NSW

Recruitment
Information Kit
Administration Officer

Contents

1. Job Advertisement Pg 1
2. Recruitment Process Pg 3
3. Organisation Profile Pg 4
4. Position Description Pg 6

1. JOB ADVERTISEMENT

Mental Health Carers NSW Administration Officer – 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 an administrative setting and working within a diverse team? Do you have a knack for organisation and efficiency? We are looking for you! We are excited to announce that we are seeking a full time Administration Officer!

This role reports directly to MHCN's Business and Organisation Support Services Manager (BOSS Manager). The primary objective of this role is to support the BOSS team provide a consistent and high level of administrative and secretariat support across the MHCN organisation and to the Board.

The role will also include coordinating the smooth functioning of MHCN's office operations and relationships within the Collective Purpose (CP) Shared Workspace and, through task delegation from the BOSS Manager, provide support to the other team managers at MHCN with administration tasks.

What we are looking for:

- Demonstrated experience providing administrative support across a range of teams or projects.





Mental Health Carers NSW

- Ability to write clearly, succinctly and with excellent attention to detail across various written formats and media.
- Experience working as part of a team including collaborating on work tasks or projects with colleagues or internal stakeholders.
- Knowledge of the Microsoft Office suite as well as other programs such as ZOOM, Survey Monkey, Doodle Poll, etc.

Benefits of working with MHCN

- **A full-time fixed-term position to 30 June 2024, with possibility of extension and a competitive salary:**
 - Social, Community, Home Care & Disability Services Award Level 3 Pay Point 1 – Pay Point 4, plus Super & Option of Salary Packaging to increase take home pay.
- **Additional days-off**, above the Award leave, (between Xmas and New Year's Day).
- **Flexible working arrangements** such as flexible start/ finish times, and generous 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.

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.
- 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
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 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.



Mental Health Carers NSW

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

Administration Officer – Position Description January 2023

Organisation:	Mental Health Carers NSW Inc. ('MHCN')
Title:	Administration Officer
Employment type:	Full-time, 38 hours per week
Award Classification:	Social, Community, Home care & Disability Services Award, Level 3 Pay Point 1 to Pay Point 4
Location:	MHCN's office, home, and other relevant locations as needed.
Reports to:	Business and Organisation Supports Services (BOSS) Manager
Direct Reports:	Volunteers and students as required.
Indirect Reports:	None
Internal Relationships:	Staff, volunteers & contractors of all MHCN teams, Board members, MHCN's Members
Key External Relationships:	Collective Purpose partners, External Organisational stakeholders, mental health carers, peer workers, Payroll provider, ICT provider.

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.

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.

Role Description

This role reports directly to MHCN's Business and Organisation Support Services Manager (BOSS Manager). The primary objective of this role is to support the BOSS team provide a consistent and high level of administrative and secretariat support across the MHCN organisation and to the Board.

The role will also include coordinating the smooth functioning of MHCN's office operations and relationships within the Collective Purpose (CP) Shared Workspace and, through task delegation from the BOSS Manager, provide support to the other team managers at MHCN with administration tasks.

This role has no staff who report to it although it may be responsible for managing administration or project volunteers as needed.

Duties and Responsibilities

Administration Support:

- Coordinate and organise internal and external meetings by organising room bookings, managing calendars, scheduling meetings, creating ZOOM meetings, and including notetaking where appropriate.
- Provide secretariat support to MHCN's internal committees e.g., preparing agenda's, writing minutes, sending meeting papers, etc.
- Organise and book travel and accommodation arrangements for MHCN staff, Board, and other stakeholders including managing parking permits, payments, travel receipts and reimbursements.
- Organise and booking catering and venues as needed.
- Provide support to the BOSS Team with bookkeeping tasks including monitoring, actioning, and filing invoices, sales orders, coordinating purchasing of office supplies, post, franking and couriers and other items as directed.
- Provide support in the preparation of newsletters, communication emails, relevant funding reports and Annual Reports.
- Answer MHCN's administration phonenumber, monitor MHCN's administration email inbox and distribute enquiries as needed.
- Coordinate the accurate and up-to-date filing and archiving MHCN's documents and database systems.
- Coordinate with IT providers as the MHCN contact for operational issues.
- Support the BOSS Team with the review, development, implementation and maintenance of administration processes and systems, policies and procedures and documentation.



Office and CP Hub Support:

Consistent with MHCN's agreed level of contribution to CP Hub operations:

- Welcome and direct visitors and respond to phone and online enquiries in a timely and professional manner.
- Assist member organisations and stakeholders with the use of the shared workspace facilities.
- Liaise with CP Hub Administrator to coordinate office space, technology & AV equipment, and WHS issues as to ensure availability and safety for MHCN staff and clients.
- Coordinate and maintain the supply of office products and services for MHCN use and manage the escalation of issues to the CP Hub Administrator.
- Oversee the maintenance and cleanliness of all MHCN work areas, including meeting rooms, reception and kitchen when used by MHCN.

HR Administration Support:

You may be asked to assist with or become responsible for the following:

- Provide HR & WHS Administration support, such as following up on HR & WHS action requests or audits, maintaining the hazard & accident register, culling & filing of personnel and WHS documentation.
- Support the recruitment process through coordination of the job posting, applicant management and interview scheduling stages.
- Support the on-boarding and probationary period for new staff and/or volunteers and students e.g., through MHCN orientation, office orientation, WHS tours and issuing of email/IT accounts and office entry cards and calendar reminders for probation.
- Provide payroll support to the BOSS Team, ensuring timesheets and leave requests are submitted on time, when required.
- Support staff and volunteers with the completion of compliance requirements i.e., police check, WWCC and other relevant Payroll, WHS or HR documents.
- Support the BOSS Team and HR with wellbeing activities, communications and events.

MHCN Work Team Support:

The role will support the Business & Organisation Team (BOSS), Policy & Advocacy Team (PAT), Stakeholder Engagement Team (SET), Capacity Development Team (CDT) and the Mental Health Carer Advocacy Network Register (MHCAN). While tasks and duties may vary, they will be agreed in advance, with the Business and Organisational Support Services Manager.

A brief overview of the range of tasks you may be asked to assist with is outlined below:

- Provide calendar management and appointment support to the CEO as appropriate.
- Assistance with event planning and coordination and on-the-day support.



Mental Health Carers NSW

- Providing administration support for external stakeholder meetings including agenda setting, minute taking, and other admin support as required.
- Provide administration support with reports and submissions.
- Maintain and keep up to date the MHCAN Register, BOSS, SET, PAT and CDT databases for stakeholders, suppliers, clients, and carers and undertake data entry and searches as required.
- Attend BOSS, SET, PAT, MHCAN and CDT meetings as appropriate.
- Act as the point-of-contact for team managers or members with IT, administration, or office related queries.

General:

- Report to the Business and Organisational Support Services Manager in regular 1:1 meetings.
- 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.
- Act in accordance with the principles of carer and consumer empowerment and inclusion.
- Act in accordance with MHCN's policies and procedures.
- Act in accordance with CP's policies and procedures, including work, health, and safety, when in the office.
- Exercise duty of care to other staff and visitors to the CP Hub and report all hazards and near misses, incidents and accidents to management.
- Act at all times in accordance with the Disability Services Act 1993, Anti-Discrimination Act, and the Privacy Act 2012.

Essential Selection Criteria

- Demonstrated experience providing administrative support across a range of teams or projects. Provide two examples of your experience and the skills used.
- Ability to write clearly, succinctly and with excellent attention to detail across various written formats and media.
- Experience working as part of a team including collaborating on work tasks or projects with colleagues or internal stakeholders.
- Describe your knowledge of Microsoft suite e.g., Word, Excel, PowerPoint, Outlook, and Teams, as well as other programs such as ZOOM, Survey Monkey, Doodle Poll, etc.

Desirable Criteria

- Demonstrates a good understanding of mental health and psychosocial disability, mental health carers and caring, and/or the mental health and community services sector.



Mental Health Carers NSW

- Demonstrated interpersonal skills and the ability to interact positively with people from diverse backgrounds, clients, and external stakeholders.
- Experience in Human Resources administration work.
- Experience in finance administration.
- Possesses a Certificate III, IV or Diploma in Business Administration or other relevant qualifications.