

Mental Health Carers NSW

Recruitment Kit: Engagement Coordinator

2023



**Mental Health
Carers NSW**



Mental Health Carer Advocacy Network
Embedding Local Experience and Creating Carer Communities



About MHCN + Our Vision & Mission

MHCN is the peak body for mental health carers in NSW. Founded as ARAFMI in 1974 by Margaret Lukes, a social worker; she believed there needed to be more support for families, friends and carers of people living with a mental illness.

Mental health carers are people who support friends, partners, members of their family, kinship groups or communities, when they experience mental illness.

Mental Health Carers NSW Inc. is the peak body in NSW for mental health carers, advocating for a vision of safe and competent mental health services and systems that recognise and respect carers as partners in care planning and delivery, to achieve recovery.

MHCN's Mission is to support, empower, capacity build, and advocate with mental health carers to ensure their voices and experiences are heard.





1. JOB ADVERTISEMENT

Mental Health Carers NSW Engagement Coordinator – Full Time

Are you passionate about mental health reform and ensuring people's voices are heard for systemic change? Do you have experience in running or facilitating events, training sessions, and webinars? Do you get excited about finding ways to better engage with people?

We are excited to announce that we are seeking a full time Engagement Coordinator!

The Engagement Coordinator will report to the Business & Organisation Manager and work within the Capacity Development and Stakeholder Engagement Teams.

This role is to coordinate MHCN's engagement and capacity development work, enabling the voice and knowledge of lived experience mental health carers to build sector and carer capacity.

This includes coordinating and facilitating MHCN's events and webinars, coordinating MHCN's training and education program, creating information resources and brochures, utilising MHCN's social media, liaising with relevant stakeholders, and promoting awareness and engagement of MHCN's events and activities.

What we are looking for:

1. Demonstrate work experience in an engagement, training, and/or capacity development role.
2. Strong writing skills and verbal communication skills including facilitating online and face to face events.
3. Strong technical skills using Microsoft Office, Teams, PowerPoint, and other relevant software including CANVA, ZOOM, Survey Monkey, Mailchimp, Demio and other relevant software or programs.
4. Strong attention to detail, time management skills and the ability to prioritise tasks.
5. Capacity to develop and maintain effective relationships with key stakeholders.
6. Demonstrate experience or the ability to communicate with a range of audiences in an engaging, empathetic and trauma informed manner.

Please see the position description on page 4 for all the essential selection criteria & desirable selection criteria.

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 – Level 3 Pay Point 4, plus Super & option of Salary Packaging to increase take home pay.
- **Additional days-off**, above the Award leave, (between Christmas and New Year's Day).
- **Flexible working arrangements** such as flexible start/ finish times 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 like-minded 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 and 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 28th May 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

4. POSITION DESCRIPTION

**Engagement Coordinator – Position Description
May 2023**

Organisation: Mental Health Carers NSW Inc. ('MHCN')

Title: Engagement Coordinator

Employment type: Full time, 5 days per week (38 hrs per week)

Award Classification: Social, Community, Home care & Disability Services Award, Level 3, Pay Point 1 – Pay Point 4

Location: Hybrid, WFH and in-office.
Building C, Suite 2.02, 33 Saunders St, Pyrmont, NSW 2009

Reports to: Business and Organisational Services Support Manager

Direct Reports: None

Key Internal Relationships: Carer Peer Trainer, Carer Peer Facilitator, Peer Participation Support

External Liaisons: Organisational stakeholders, carer support organisations, MHCN's Members, and mental health carers

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.

With its core functions funded by the Mental Health Branch of NSW Health, **MHCN** is the peak body for mental health carers in NSW, (carers of those who experience serious and persistent episodic mental distress or psychosocial disability). **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 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 Mental Health Commission's Lived Experience Framework (**LEF**). **MHCN** regularly meets with carers across NSW online through **MHCAN** Network meetings. **MHCN** uses the understanding gained in these meetings, of carer experience with the mental health system, and information from specific consultations, to provide feedback on behalf of carers about policies and services to NSW Health and to other health policy makers and services.

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

The primary objective of the role of Engagement Coordinator is to coordinate MHCN's engagement and capacity development work enabling the voice and knowledge of lived experience mental health carers to build sector and carer capacity.

This is an external facing role liaising with relevant stakeholders with the aim of promoting awareness of and increasing engagement in MHCN events, webinars, training sessions and utilisation of training resources.

Additionally, the role may, at times, work with internal stakeholders to evaluate programs and resources, and research and update content.

Duties and Responsibilities

Engagement:

- Coordinate the scheduling and communications for the '[Peak Speaks](#)' program to inform and engage carers about services, opportunities and issues in the sector to improve these stakeholder's engagement.
- Provide administrative support for the delivery of the 'Peak Speaks' webinar series and facilitate and moderate the webinar series.
- Develop content and coordinate distribution of the quarterly 'News from the Network' newsletter for members of MHCN's Network Register.
- Process applications for MHCN's Network Register and distribute resources and updates and alerts.



- Work with MHCN's BOSS Manager to identify opportunities to engage with community organisations and promote MHCN's activities and services e.g., to deliver information sessions or participate in events, to raise awareness about MHCN's work or collaboration opportunities.
- Work with MHCN's BOSS Manager to compile MHCN's Weekly Digest e-news including weekly email updates for carers and opportunities for CMO's to advertise.
- Create and post content for MHCN's social media e.g., Facebook and Instagram, in a range of media forms adhering to MHCN's branding guidelines and style.
- Work with other teams at MHCN as needed to provide assistance with other engagement and/or capacity development events, research consultations or training.

Capacity Development:

- Coordinate the development, promotion and delivery of MHCN's Capacity Development Program (in person and online training & other activities), including:
 - Utilising existing MHCN training sessions,
 - ILC Project training sessions,
 - Collaborate with Carer Peer Trainers and Facilitators,
 - Reaching out to carer organisations with EOI's for delivering training, and;
 - Co-review and co-design of previous training modules.
- Develop and maintain a database of free and paid training opportunities for carers in NSW.
- Enhance access to existing resources by helping connect people to organisations providing relevant services, publicising them through Peak Speaks and MHCN's website.
- Identify gaps in MHCN's carer tools, resources, and training sessions by consulting with relevant stakeholders and identify solutions to these gaps.
- If an external provider cannot be found to meet an MHCN identified training need, seek resources to co-design or co-review bespoke tools, resources, and training sessions to meet the need.
- Research opportunities for grants and projects and submit grant applications for MHCN to continue to develop and deliver new capacity development opportunities for mental health carers.
- Reporting to the Department of Social Services on the ILC Project.

General

- Report to the BOSS Manager for regular 1:1 meetings.
- Agree up to 5 KPIs to be reported against quarterly.
- Agree not less than 2 professional development targets to be reported on annually.
- Attend regular team meetings with other staff members/teams, as needed.
- Deliver all communications in accordance with MHCN identified best practice in style guides etc., and use inclusive, mental health appropriate and accessible language.



- 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.
- Act at all times in accordance with the Disability Services Act 1993, Anti-Discrimination Act, and the Privacy Act 2012.

Essential Selection Criteria

1. Demonstrated work experience in an engagement, training, and/or capacity development role. Please provide 2 examples which shows some of the key skills identified within the position description (PD).
2. Strong writing skills and verbal communication skills including facilitating online and face to face events.
3. Strong technical skills using Microsoft Office, Teams, PowerPoint, and other relevant software including CANVA, ZOOM, Survey Monkey, Mailchimp, Demio and other relevant software or programs.
4. Strong attention to detail, time management skills and the ability to prioritise tasks.
5. Capacity to develop and maintain effective relationships with key stakeholders.
6. Demonstrate experience or the ability to communicate with a range of audiences in an engaging, empathetic and trauma informed manner.

Desirable Criteria

7. Qualifications in communications, engagement, and/or marketing.
8. Demonstrate a good understanding of mental health and psychosocial disability, mental health carers and caring, and/or the mental health and community services sector.
9. Experience conducting co-design, research, and evaluation in particular those engaging mental health carers.

Conditions of employment are as detailed in the Social, Community, Home Care & Disability Services Award (SCHADS), a copy of which is available online here:

<https://awardviewer.fwo.gov.au/award/show/ma000100>

Salary packaging is available with this role.

This role requires the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- Primary COVID19 vaccination shots 1 & 2.
- The successful candidate must be allowed to work and live in NSW, Australia.



**Mental Health
Carers NSW**

Evidence of the above checks must be provided by the successful applicant prior to the role starting.



What do we do at MHCN?

We have developed a range of activities, programs and events for mental health carers, families and friends at MHCN.

Mental Health Carer Advocacy Network

The Mental Health Carer Advocacy Network connects mental health carers, families, friends, and the sector through events, activities, training, and resources. MHCN uses these activities to understand what people are passionate about, what their needs are, and to promote their voices to improve mental health services.

More info + sign up for free here:

<https://www.mentalhealthcarersnsw.org/get-involved/mental-health-carer-advocacy-network/>

Peak Speaks Webinar Series

This is our free monthly online webinar series on a range of topics with different organisations, of interest to mental health carers.

For more info + to sign up:

Contact MHCN at
mhcnadmin@mentalhealthcarersnsw.org

Training and Education Program

We currently have 8 different courses including Navigating Carer Support Systems, Healthy Boundaries, The Caring Journey + more.

For more info + to register:


<https://www.mentalhealthcarersnsw.org/learn/training-and-education/>

Carer Connections Meetings

Our meetings are run by our Carer Peer Network Facilitator and are an opportunity for carers to connect with each other, have a chat and talk about what is happening in the local community.

More info + to register:

contact Carer Peer Network Facilitator, Douglas Holmes,
douglas.holmes@mentalhealthcarersnsw.org, or ring our office on 02 9332 0777.



Empowering Carers for Mental Health

Mental Health Carers NSW



1300 554 660

Our Policy and Advocacy Work

As the peak body, MHCN works with and for mental health in carers NSW. We represent the voices and lived experience of carers which help us to advocate systemically for mental health reform.

As a peak body, MHCN provides a strong voice for mental health carers, families, and friends to influence public and institutional policies and systems, such as:



Conduct research and develop policy and advice to government and sector that is supported by aggregated and diverse experience.



Advocacy and representation to government and decision makers.



Distributing information within the sector and community.



Sector and stakeholder consultation to understand on the ground knowledge and experiences.



Sector capacity building to support better service delivery and community organisations.

Some of the ways we do this is we regularly consult with NSW Health, the NSW Mental Health Commission, and other community managed organisations to advocate for the carer agenda and push for lived experience in service design and reform.

We hold consultations and focus groups with carers to provide feedback and advice around key policy areas or projects that impact mental health carers and their loved ones in NSW.

We also established our Policy Advisory Committee, where we regularly meet with mental health carers to provide guidance around important policy issues that affect carers.

Our Team





Check out our website + socials!



www.mentalhealthcarersnsw.org



[mentalhealthcarers/](https://www.facebook.com/mentalhealthcarers/)



[@mentalhealthcarersnsw](https://www.instagram.com/mentalhealthcarersnsw)



[@mhcarersnsw](https://twitter.com/mhcarersnsw)

Mental Health Carers NSW
Suite 2.02, 33 Saunders St, Pyrmont NSW 2009
02 9332 0777
mhcnadmin@mentalhealthcarersnsw.org



Mental Health Carers NSW



Mental Health Carer Advocacy Network