

**Mental Health Carers NSW**

# **Recruitment Kit: Policy Program Coordinator**

**2023**



**Mental Health  
Carers NSW**



Mental Health Carers Advocacy Network  
Enabling Carers' Experiences and Changing Care Outcomes



# 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 Policy Program Coordinator – Full Time**

Are you passionate about mental health reform and ensuring people's voices are heard for systemic change? Do you get excited about helping to coordinate policy projects, stakeholder meetings and consultations, and supporting policy and advocacy research? Are you interested in a potential pathway to a Policy Officer role?

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

The role will provide administrative, coordination and secretariat support for the Policy Manager and Policy and Advocacy Team (PAT) with the implementation and running of the Disability Advocacy Futures Program (DAFP) and Mental Health Carer Advocacy Network.

The role plays a support, albeit important, role in the scheduling, coordinating and documentation of DAFP projects, stakeholder meetings and consultations, a secretariat role at relevant meetings, supporting research for policy positions, briefs and reports and monitoring of reporting and submission timelines.

The PPC reports to Policy Manager and will work as part of MHCN's Policy and Advocacy Team (PAT).

#### **What we are looking for:**

- Strong organisational skills, ability to work independently, manage competing priorities and monitor, communicate, and coordinate your own and other's timelines and deadlines for achievement of goals.
- Demonstrated experience in the use of mixed research methods (e.g., survey design, interviews, focus groups), ideally in a policy context, and preparation of feedback and advice for internal use.
- Demonstrated capacity to develop and maintain effective relationships with key stakeholders and collaborate as an effective member of a team.
- Demonstrated computer skills including ability to use the Microsoft Office Suite – Word, Excel, PowerPoint, Teams, Outlook and Zoom.

Please see the position description on page 6 for all the essential selection criteria and 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** which includes 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 five 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](mailto: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](mailto: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](mailto:MHCNadmin@mentalhealthcarersnsw.org)
- The closing date for applications is **11.59pm, Monday 31st July 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](mailto: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](mailto:MHCNadmin@mentalhealthcarersnsw.org)

Website: [www.mentalhealthcarersnsw.org](http://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.

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.

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.



**Mental Health  
Carers 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.



#### 4. POSITION DESCRIPTION

**Policy Program Coordinator (PPC)  
Position Description  
July 2023**

<b>Organisation:</b>	<b>Mental Health Carers NSW Inc (MHCN)</b>
<b>Title:</b>	Policy Program Coordinator
<b>Employment type:</b>	Full time 5 day per week, 38 hours per week <i>Alternative flexible working hours and arrangements may be considered.</i>
<b>Salary:</b>	Level 3 PP1 – Level 3 PP4
<b>Duration:</b>	12 months until 30 June 2024, with possibility of extension
<b>Location:</b>	Hybrid – WFH and in office as needed Building C, Suite 2.02, 33 Saunders St, Pyrmont NSW 2009
<b>Report to:</b>	Policy Manager
<b>Direct Reports</b>	NIL staff; Volunteers (as relevant)

#### **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 which will include liaising with Individual Advocacy Providers, stakeholders, government, and non-government decision-makers, and the 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 PPC role will provide administrative, coordination and secretariat support for the Policy Manager and Policy and Advocacy Team (PAT) with the implementation and running of the Disability Advocacy Futures Program (DAFP) and Mental Health Carer Advocacy Network.

The role plays a support, albeit important, role in the scheduling, coordinating and documentation of DAFP projects, stakeholder meetings and consultations, a secretariat role at relevant meetings, supporting research for policy positions, briefs and reports and monitoring of reporting and submission timelines.

The PPC reports to Policy Manager and will work as part of MHCN's Policy and Advocacy Team (PAT). The PPC is viewed as a pathway role for Policy Officer.

### **Duties and Responsibilities:**

#### **Policy and Advocacy Activity Coordination and Stakeholder Relations:**

- Support the Policy Manager with the facilitation a lived experience group including taking on full facilitation duties when required and as appropriate.
- Sensitively and accurately capturing the 'lived experience' issues from the above groups and providing minutes and notes to the Policy Manager.
- Support PAT with the identification of psychosocial disability issues and/or mental health carer issues and development of consequential policy work towards the ongoing advocacy.
- Support PAT's comprehensive co-design process, including engaging with relevant stakeholders using co-design principles.
- Represent MHCN, in the role of a PPC, at relevant external meetings as delegated by the Policy Manager.
- Liaise with the Stakeholder Engagement and Capacity Development team to support advocacy, education, and capacity development activities of carers.

### **Research:**

- Support the PAT with relevant policy research projects including researching, preparing research notes and policy drafts for internal review and proof-reading draft submissions and reports for external advocacy.



- Providing appropriate level policy analysis and feedback, from research on relevant carer and/or consumer experiences to the PAT.
- Provide research support and secretariat support for consultations and other activities with carers run by external organisations as directed by the Policy Manager.

#### **Coordination & Administration:**

- Support the secretariat for the DAFP Network meetings and Mental Health Carer Advocacy Network (MHCAN) meetings:
  1. Consultation with Policy Officers to prepare agendas, schedule meetings, venue, booking, catering, notify attendees, take minutes, as appropriate and directed.
  2. Liaise with the MHCN Administration Officer as appropriate.
- Coordinate the timelines and deadlines, and support the preparation, for reports and feedback for PAT policy reporting and submissions and funding bodies reporting.
- Coordinate, with the help of the Administration Officer, the scheduling, logistics and secretariat duties for meetings and consultations such as setting up Zoom, Microsoft Teams, confirming dates, venues, agendas, meeting papers, invitations, etc.
- Liaise with the MHCN Administration Officer ensuring travel and accommodation arrangements for PAT staff is organised for meetings, conferences etc as appropriate.
- Collate promotional information or presentations on policy and advocacy activities, and liaise with the MHCN Administration Officer, to ensure PAT contributions to newsletters, organisational reports and Annual Reports and /or related events and other determined MHCN media and internal or external forums.

#### **Co-Designing & co-delivering advocacy through capacity building & development:**

- Understand co-production, co-design, and co-review, and support its implementation within MHCN's processes, resources, meetings etc., as appropriate.
- Promote MHCN's co-designed processes for the trauma-informed conduct of meetings, discussions, and evidence collection, in stakeholder meetings and their practical application by participants.

#### **Staff & Volunteer Supervision:**

- Ensure, through liaison with the Policy Manager the appropriate selection, support and use of volunteers and their ongoing performance, physical and psychological health, safety, and wellbeing, where they report to the role of the PPC.

#### **Organisational and Personal Development**

- Pursue opportunities for continuing professional development, specifically identifying with the Policy Manager growth opportunities towards deeper policy roles within the PAT.



- Remain updated with sector and professional knowledge of carer and consumer mental health through reading of articles, blogs, attending workshops and building networks.
- Promote cross team collaboration through effective and respectful communication and support of cross team projects and work tasks.
- Promote initiatives in their work area to ensure effective performance and/or improvements and the achievement of the goals and values of MHCN.
- Assist and support other MHCN programs as required.
- Promote a team spirit and communicate professionally and respectfully with fellow employees, students/volunteers, management, members, suppliers, and service providers.

### General

- Report to the Policy Manager for regular 1:1 meetings.
- Agree up to 5 KPIs to be reported against quarterly.
- Agree to 2 professional development targets to be reported on annually.
- Attend regular team meetings with other staff members and 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 in accordance with the Disability Services Act 1993, Anti-Discrimination Act, and the Privacy Act 2012.

### Essential Criteria:

- Strong organisational skills, ability to work independently, manage competing priorities and monitor, communicate, and coordinate your own and other's timelines and deadlines for achievement of goals.
- Demonstrated experience in the use of mixed research methods (e.g., survey design, interviews, focus groups), ideally in a policy context, and preparation of feedback and advice for internal use.
- Demonstrated capacity to develop and maintain effective relationships with key stakeholders and collaborate as an effective member of a team.
- Demonstrated computer skills including ability to use the Microsoft Office Suite – Word, Excel, PowerPoint, Teams, Outlook and Zoom.

### Desirable Criteria:



## **Mental Health Carers NSW**

- Demonstrated knowledge about issues affecting carers in the mental health sector and their impact on lived experience or the issues affecting other vulnerable groups and their impact on lived experience.
- Relevant experience in policy work and/or lived experience as a consumer or a carer or family member of someone living with a mental health condition or living with disability and/or tertiary qualification in social sciences, public health, or other relevant area.
- Demonstrated experience or knowledge of government structures and policy frameworks.

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



# 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](mailto: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](mailto:douglas.holmes@mentalhealthcarersnsw.org), or ring our office on 02 9332 0777.



# 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](http://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](mailto:mhcnadmin@mentalhealthcarersnsw.org)



**Mental Health  
Carers NSW**

