

Mental Health Carers NSW

Recruitment Kit: Stakeholder Engagement Officer

2024



**Mental Health
Carers NSW**



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 Stakeholder Engagement Officer (SEO) – 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 Stakeholder Engagement Officer!

The SEO role will provide administrative, coordination and secretariat support for MHCN's Stakeholder Engagement Team (SET) with stakeholder engagement and capacity development activities.

The role provides secretariat support for the SET and will report to the Engagement Coordinator for work allocation and to the CEO for HR management such as probationary meetings and performance reviews, liaising with other teams as required.

What we are looking for:

- Demonstrate work experience in an engagement, training, and/or capacity development role.
- Strong writing skills and verbal communication skills including facilitating online and face to face events.
- Strong technical skills using Microsoft Office, Teams, PowerPoint, and other relevant software and programs such as CANVA, ZOOM, Survey Monkey, Mailchimp, Demio.
- Strong attention to detail, time management skills and the ability to prioritise tasks.
- Capacity to develop and maintain effective relationships with key stakeholders.
- 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 6 for all the essential & 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 – 4 (experience dependent), plus Super & the option of Salary Packaging to increase take home pay.



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- **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 in a **modern workspace** shared by a like-minded, community-managed organisation, conveniently located in Sydney's CBD.
- **Welcoming and inclusive culture** encouraging diversity and equal opportunity.

MHCN is an equal opportunity employer and encourages applications from all qualified applicants. We strongly encourage 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 Alex Brown 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 Alex Brown, Administration Coordinator at: MHCNadmin@mentalhealthcarersnsw.org

2. RECRUITMENT PROCESS

Application Process:

- Applications are to be submitted by email to Alex Brown, Administration Coordinator at: MHCNadmin@mentalhealthcarersnsw.org
- The closing date for applications is **11.59pm, Monday, February 12th, 2024**.
- 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 is 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 applicant.
- 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 and if used as part of your 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: Suite 2.03, Level 2, 3 Spring St, Sydney NSW 2000
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.

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.

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



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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

Stakeholder Engagement Officer (SEO) Position Description January 2024

Organisation:	Mental Health Carers NSW Inc (MHCN)
Title:	Stakeholder Engagement Officer
Employment type:	Full time, 5 days per week
Salary:	Level 3, PP1 – Level 3, PP4
Duration:	30 June 2024, with possibility of extension
Location:	Hybrid – WFH and in office as needed Suite 2.03, Level 2, 3 Spring St, Sydney NSW 2000
Report to:	Engagement Coordinator for work allocation and CEO for HR management.
Direct Reports	Nil staff; Volunteers (as relevant)

About MHCN

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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 SEO role will provide administrative, coordination and secretariat support for MHCN's Stakeholder Engagement Team (SET) with stakeholder engagement and capacity development activities.

The role provides secretariat support for the SET and will report to the Engagement Coordinator for work allocation and the CEO for HR management such as probationary meetings and performance reviews, liaising with other teams as required.

Duties and Responsibilities:

Stakeholder Engagement:

- Scheduling, coordinating, promoting and assisting with online and face-to-face information presentations, capacity development events, consultations, etc.
- Support relevant co-design and process improvement processes.
- Liaise with MHCN's Policy and Advocacy Team (PAT) to support other relevant engagement activities of carers.
- Process applications for MHCN's Network Register and distribute resources, updates and alerts.

Research:

- Provide secretariat support for consultations and other stakeholder research activities with carers run by external organisations as directed by the Stakeholder Engagement Coordinator.

Coordination & Administration:

- Support the secretariat for the Mental Health Carer Connection Meetings (MHCCM).
- Prepare agendas, schedule meetings, venue booking, catering, promotion, selection and notification of attendees, assist with facilitation, take minutes, circulate additional information etc.
- Support other relevant engagement activities of carers for collaborating organisations where relevant, (e.g. joint SET activities).
- Arrange travel and accommodation for meetings, conferences etc as appropriate.
- Develop promotional information on policy and advocacy activities, and other determined MHCN media and internal or external forums.



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

- Support MHCN's co-designed processes for the trauma-informed conduct of meetings, discussions, and evidence collection in stakeholder meetings and support and uphold their practical application by participants.

Organisational and Personal Development

- Promote cross team collaboration through effective and respectful communication and support of cross team projects and work tasks.
- Promote initiatives to ensure effective performance and/or improvements and the achievement of the goals and values of MHCN.
- Assist and support other MHCN programs when relevant.
- Promote a team spirit and communicate professionally and respectfully with fellow employees, students/volunteers, management, members, suppliers, and service providers.

General

- Report to the CEO for regular 1:1 meetings and Stakeholder Coordinator for work allocation and regular task-based meetings.
- Agree KPIs to be reported on quarterly and 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 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:

- 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).
- Strong writing skills and verbal communication skills including facilitating online and face to face events.
- Strong technical skills using Microsoft Office, Teams, PowerPoint, and other relevant software and programs including CANVA, ZOOM, Survey Monkey, Mailchimp, Demio.
- Strong attention to detail, time management skills and the ability to prioritise tasks.
- Capacity to develop and maintain effective relationships with key stakeholders.



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- Demonstrate experience or the ability to communicate with a range of audiences in an engaging, empathetic and trauma informed manner.

Desirable Criteria:

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

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

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.



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)

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