

Mental Health Carers NSW

Recruitment Kit: Administration Officer

2026



**Mental Health
Carers NSW**



About MHCN + Our Vision & Mission

Mental Health Carers NSW (MHCN) is the peak body for mental health carers in NSW. MHCN was founded as ARAFMI in 1974 by Margaret Lukes, a social worker, who believed that 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, family members, kinship groups or communities, when they experience mental illness.

Mental Health Carers NSW Inc. (MHCN) is the peak body for mental health carers in NSW, 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.





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? Do you have an eye for detail? Is initiative your middle name?

If you answered 'yes!', then we are looking for you! Mental Health Carers NSW are seeking a full time Administration Officer.

The primary objective of this role is to support MHCN by providing a consistent and high level of administrative support across the organisation. The role includes coordinating the functioning of MHCN's office operations when working in the office, from home and other locations as required, and providing support to the other managers and teams at MHCN with administrative and project-based tasks, where needed.

This role reports to the CEO for HR management (in liaison with the Operations Manager at times), and the Operations Manager for work, task allocation and supervision (in liaison with the CEO as needed).

This role has no staff who report to it, although the role may be responsible for overseeing administrative or project volunteers, as needed.

What we are looking for:

1. 1 – 2 years of professional work experience in administration, across a range of teams or projects.
2. Strong written and verbal communication skills, including drafting and sending correspondence, handling inquiries, and delivering high-quality customer service.
3. Exceptional attention to detail and the ability to exercise initiative.
4. Experience working both independently and as part of a team, including collaborating on work tasks or projects with colleagues or stakeholders.
5. Capacity to manage multiple tasks, meet deadlines, and prioritise competing demands in a high-pressure environment.
6. Proficiency with office software e.g., Microsoft Suite (Word, Excel, PowerPoint, Outlook, and Teams) and other relevant programs e.g. Employment Hero, ZOOM, Survey Monkey, Mailchimp, Doodle Poll, Buffer, Link Tree, etc.



Benefits of working with MHCN

- A full-time position and a competitive salary – Social, Community, Home Care & Disability Services Award Level 3 Pay Point 1 – Pay Point 4, plus super and the 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 and finish times and working from home options.
- A workplace wellbeing program including membership of Uprise, Employee Assistance Program (EAP) services.
- A workplace Reward and Recognition Program, including certificates, gift cards, and team lunches and activities.
- Work for a peak-body organisation with a systemic approach to raising the voice of mental health carers to create change.
- Opportunity to work at a modern workspace shared by two like-minded community managed organisations in a CBD location.
- Welcoming and inclusive culture encouraging diversity and equal opportunity.

MHCN is an equal opportunity employer and encourages applications from all qualified applicants. MHCN 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 for the right candidate.

For further information or discussion, please contact Laura Knight, Operations Manager: mhcnadmin@mentalhealthcarersnsw.org or 02 9332 0777.

Interested?

Please read the recruitment guidelines below, and send your completed application (cover letter, resume, and responses to the selection criteria) via email to Laura Knight, MHCN's Operations Manager: mhcnadmin@mentalhealthcarersnsw.org or 02 9332 0777.

RECRUITMENT PROCESS

Application Process:

- Applications must include:
 - a cover letter,
 - a resume, and
 - a statement addressing all Essential Selection Criteria.
- Desirable Criteria should only be answered where it enhances the application. Selection Criteria can be found in the Position description below.



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- Applications are to be submitted by email to Laura Knight at: mhcnadmin@mentalhealthcarersnsw.org
- **The closing date for applications is COB Monday, 10 August 2026.**
- Late or incomplete applications will not be considered.
- All applications will be acknowledged that they have been received by email.

Interview 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 applicant/s.
- 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 or 02 9332 0777.

This role requires evidence of the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- 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.

POSITION DESCRIPTION

Administration Officer Position Description – July 2026

Organisation:	Mental Health Carers NSW Inc. (MHCN)
Title:	Administration Officer
Employment type:	Full time, 38 hours per week (5 days)
Award:	Social, Community, Home Care & Disability Services Award (SCHCADS)



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Pay Grade:	Level 3 Pay Point 1 to Pay Point 4
Duration	Permanent
Location:	Hybrid – work from home and in office as needed: Suite 2.03, Level 2, 3 Spring St, Sydney NSW 2000
Reports to:	CEO for HR management Operations Manager for task and work allocation and supervision
Direct Reports:	None
Indirect Reports:	None
Internal Liaisons:	Staff, Board Members, volunteers, students, consultants, contractors
External Liaisons:	Accountants, HR, IT, community managed organisations, members, funding bodies and other stakeholders

About Mental Health Carers NSW

MHCN is the peak body for mental health carers in NSW (carers, families, friends and kin of those who experience mental health issues and/or a psychosocial disability) and is funded by the NSW Ministry of Health.

MHCN works with and for mental health carers to achieve mental health reform in NSW and represents the interests of mental health carers to the NSW Ministry of Health. MHCN's main focus is systemic advocacy and policy work, stakeholder engagement, and capacity development, through a range of activities and programs. This includes MHCN's Mental Health Carer Advocacy Network, Training and Education Program, Mental Health Carer Connection Meetings, Carers of Forensic and Corrections Patients Network Meetings, and more.

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

Role Description

This role reports directly to MHCN's Operations Manager. The primary objective of this role is to support MHCN by providing a consistent and high level of administrative support across the organisation. The role includes supporting the functioning of MHCN's office operations when working in the office, from home and other locations as required, and providing support to the CEO, other managers and teams at MHCN with administrative and project-based tasks, where needed.

This role reports to the CEO for HR management (in liaison with the Operations Manager, as needed), and the Operations Manager for work, task allocation and day to day and formal supervision (in liaison with the CEO, as needed).



This role has no staff who report to it, although the role may be responsible for overseeing administrative, event or project volunteers, as needed.

Duties and Responsibilities

Administrative Support:

- Organise internal and external meetings by managing calendars, scheduling meetings, booking rooms/venues, creating ZOOM meetings.
- Provide secretariat support to internal or external meetings, focus groups, events and other activities, including preparing agenda's, writing minutes, and sending meeting papers, where appropriate.
- Organise and book conference tickets, travel and accommodation for MHCN staff and board members and other stakeholders, where appropriate.
- Organise and book venues and catering for meetings, focus groups, events, and other activities, as required.
- Purchase office supplies and equipment for the office and working from home set ups, and organise post and couriers, as required.
- Answer MHCN's phonline and monitor MHCN's email inbox and respond and distribute enquiries as needed.
- Provide support to the management of contracts for services essential to the organisation including HR, Finance, IT, EAP, etc.
- Provide support to the review, development, implementation and maintenance of policies and procedures, and administration systems and processes including MHCN's organisational registers, (Quality, Feedback and Complaints, Risk, Hazard, Incident and Accident etc.).
- Provide support to MHCN's Bequest Program, the *Eunice Lonergan Carer Respite Grants Program*.
- Liaise with MHCN's IT provider, e-nerds as needed e.g., for staff and board IT issues, and other technical related requests.
- Organise MHCN social events like team activities, work anniversary and birthday cards and gifts, end of year staff party, and team member of the quarter, as part of MHCN's *Reward and Recognition Program*.
- Send quarterly Pulse survey to staff to track staff satisfaction and psychological safety across the organisation and provide results to the CEO.
- Distribute Employee Assistance Program materials, like e-newsletters and upcoming webinars.
- Support MHCN to keep up to date and compliant with changes to relevant legislation and assist in supporting compliance across the organisation e.g., ACNC, Key Performance Indicators (KPIs), Work Health and Safety (WHS), insurance.
- Support staff with compliance requirements e.g., training, police checks, WWCC and other relevant payroll, WHS or HR checks and documents, and updating relevant registers.



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- Support Board where required e.g., organising meetings, booking rooms and venues, and providing on site board meeting support like technological assistance, and the printing and distributing of papers.
- Assist with planning the Annual General Meeting (AGM) and compiling the Annual Report (AR).
- Support reporting requirements and action items including but not limited to KPIs, WHS, Risk, Hazard, Incident, Accident, Feedback and Complaints, and Quality Improvement and Management.
- Support Employee Hero operations, including providing instructions to staff to help use it.
- Prepare and send communications including but not limited to KPI's, funding and activity reports, Annual Reports, etc.
- Organise, file and archive MHCN's documentation, as required.

Human Resources Support:

- Organise employee files using Employment Hero.
- Organise performance reviews.
- Assist recruitment, onboarding and induction.
- Support the conduction of personnel audits.
- Organise contract changes and renewals.
- Action working from home and conflict of interest forms and update relevant registers.
- Liaise with MHCN's HR, Employee Matters as needed e.g., asking HR advice, assistance with compliance, and other HR related requests.

Finance Support:

- Provide payroll support e.g., send timesheet reminders to staff and CEO, liaising with accountant re pays fortnightly, and completing fortnightly pays.
- Organise invoices for payment, drawing up and sending of invoices.
- Ensure long service leave levy payments made and records updated.
- Organise staff and board member reimbursements,
- Organise pay grade progressions, and annual SCHADS Award increases.
- Liaise with MHCN's accountants, Bridges as needed e.g., for timesheet issues, finance reports, and other finance related requests.

Office Support:

- Liaise with co-located organisations (Wayahead and BEING) to coordinate office space, including booking meeting rooms and assisting with technology and equipment for MHCN staff, Board and visitors, as needed.
- Ensure the maintenance and cleanliness of all MHCN's office work area, supplies and equipment.
- Purchase office supplies and equipment, as needed.



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- Liaise with the building managers and/or landlords as required to ensure the office is well maintained, and that issues arising related to use of the office space are attended to.
- Undertake Fire Warden training and perform the role of Fire Warden for the office, where required.
- Undertake WHS training and provide administrative support for MHCN's WHS management system, including maintaining WHS records, coordinating compliance activities and assisting with workplace inspections.

MHCN Team and Organisation Support:

- Provide email and calendar management support to the CEO, as required.
- Provide administrative support for stakeholder meetings, including preparing agendas, minute taking, bookings rooms, venues and catering, etc, as required.
- Provide administrative support with various documents, e.g., proofreading and/or formatting reports and submissions, as required.
- Assist in supporting various projects and events across the teams and organisation, where required.
- Act as the point-of-contact for CEO, team managers and employees with IT, HR, Finance, administration, or other office related queries.

General Duties

- Report to the CEO for HR management.
- Report to the Operations Manager for task allocation and work-based meetings, and day to day and formal supervision.
- Agree KPIs to be reported against quarterly.
- Agree 2 professional development targets to be reported on annually.
- Actively engage in training, learning and wellbeing planning and activities for yourself, team and/or the organisation.
- Attend regular staff exchanges, staff meetings, and team meetings with other staff members and teams, as needed.
- Participate in operational planning and operational reviews.
- 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 guidelines and legislation, such as reporting hazards, risks, incidents, and accidents, when in the office as well as working from home.
- Contribute to MHCN's feedback and complaints management systems.
- Contribute to MHCN's quality improvement and management systems.
- Act in accordance with the relevant legislation, including but not limited to the Disability Services Act 1993, Anti-Discrimination Act, and the Privacy Act 2012.



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- Deliver all communications in accordance with MHCN's policies and procedures and sector identified best practice, and use inclusive, mental health appropriate and accessible language.
- Engage with staff members, members, visitors and stakeholders in a person-centred and trauma informed way.

Essential Selection Criteria

- 1 – 2 years of professional work experience in administration, across a range of teams and/or projects.
- Strong written and verbal communication skills, including drafting and sending correspondence, handling inquiries, and delivering high-quality customer service.
- Exceptional attention to detail and the ability to exercise initiative.
- Experience working both independently and as part of a team, including collaborating on work tasks or projects with colleagues or stakeholders.
- Capacity to manage multiple tasks, meet deadlines, and prioritise competing demands in a high-pressure environment.
- Proficiency with office software e.g., Microsoft Suite (Word, Excel, PowerPoint, Outlook, and Teams) and other relevant programs e.g., Employment Hero, ZOOM, Survey Monkey, Mailchimp, Doodle Poll, Buffer, Link Tree, etc.

Desirable Criteria

1. Demonstrates a good understanding of mental health and psychosocial disability, mental health carers and caring, and/or the mental health and community services sector.
2. Lived experience as a consumer or a carer or family member of someone living with mental health issues and/or a psychosocial disability.
3. Demonstrates good interpersonal skills and the ability to interact positively with people from diverse backgrounds, clients, and key stakeholders.
4. Experience in Human Resources administration, in particular, experience with the Human Resource Information System (HRIS) software, Employment Hero.
5. Experience in finance administration.
6. Possesses a Certificate III, IV or Diploma in Business Administration and/or other relevant qualifications.

Conditions of employment are as per the employment contract, MHCN policies and procedures and the Social, Community, Home Care & Disability Services Award (SCHADS), a copy of which is available online here:

<https://calculate.fairwork.gov.au/payguides/fairwork/ma000100/pdf>

Salary packaging is available with this role.

This role requires the following checks/clearances:



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- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.
- The successful candidate must be eligible to work and live in NSW, Australia.
- Evidence of 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 the role starting.



About Mental Health Carers NSW



Scan the QR code to visit our website

Mental Health Carers NSW (MHCN) was founded in 1974 by Margaret Lukes, a social worker who identified the need for support for families, carers and friends of people living with a mental health condition.

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

To help support and empower mental health carers, MHCN provide numerous opportunities through MHCN's Membership Program, the Mental Health Carer Advocacy Network.

This includes MHCN's Training and Education Program, Carer Connections Meetings, Carers of Forensic and Corrections Patients Network Meetings, Eunice Lonergan Carer Respite Grants Program, Peak Speaks webinar series, News from the Network, and more.

As the peak body, MHCN uses the voices and experiences of mental health carers to influence public and institutional policies and systems, such as:

- sector and stakeholder consultation to understand on the ground knowledge and experiences
- sector capacity building to support better service delivery
- 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.

For more information, visit our website:
mentalhealthcarersnsw.org

Contact MHCN:
mhcnadmin@mentalhealthcarersnsw.org
02 9332 0777



Mental Health Carers NSW



Mental Health Carer Advocacy Network
A network of carers supporting carers



Mental Health Carers NSW

The peak body for carers, families and friends of people living with a mental health condition in NSW



Scan the QR code to visit our website

What's on at MHCN? 2026

MHCN is the peak body for mental health carers in NSW. There are lots of different ways you can get involved in our work.

Join our Mental Health Carer Advocacy Network

The Mental Health Carer Advocacy Network connects mental health carers 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.

Sign up for free here:

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

Carers of Forensic and Corrections Patients Network

The Carers of Forensic and Correctional Patients Network is a series of monthly online meetings with family members and carers that have a loved one in the forensic and justice system.

For more info + to register:

<https://www.mentalhealthcarersnsw.org/get-involved/forensic-carer-network/>

Training and Education Program

MHCN currently have 8 different courses either in person, online via Zoom, or as a self paced online module. Topics include 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

Facilitated by MHCN's CEO Jonathan Harms, these meetings are an opportunity for mental health carers to connect with each other, share issues happening at a grass roots level, and talk about advocacy, issues, and supports available.

More info + to register:

<https://www.mentalhealthcarersnsw.org/get-involved/car-connections-meetings/>

Consultations, Workshops & Events

MHCN host a range of topic specific consultations, workshops and other events throughout the year.

For more info on what's happening at MHCN:

<https://www.mentalhealthcarersnsw.org/events/>



Mental Health Carers NSW





Training & Education Program 2026



Scan the QR code to visit our website

MHCN's free Training and Education Program consists of 8 courses that aim to inform and empower mental health carers. The program is delivered by mental health carer peer trainers and was co-reviewed and co-designed by mental health carers. Courses are available either in person, online via Zoom, or available as a self paced online module.

Purposeful Storytelling: introduces you to sharing your lived experience safely, to protect yourselves and others from physical and emotional harm.

The Caring Journey: introduces you to theories relevant to the caring role. In addition to lived experience knowledge, learning about theory can help us develop better awareness of ourselves and others around us, and to be more mindful in the way we experience things.

Healthy Boundaries: introduces you to the importance of setting healthy boundaries, to protect and take care of yourselves.

Carers & Advocacy: Foundations: introduces you to the beginning of your advocacy journey, so you can develop a general understanding and start to build your capacity to advocate for yourselves and your loved ones.

Navigating Carer Support Systems: introduces you to the major support systems for people with a lived experience of caring and a lived experience of a psychosocial disability and/or mental illness in NSW – the Family and Carer Mental Health Program, the Integrated Carer Support Service/Carer Gateway and the NDIS.

Inclusive Care Planning: informs you about the broad network of people involved when caring for a person with a mental health condition and how everyone can work together inclusively and collaboratively to achieve positive outcomes.

User's Guide to the NSW Mental Health System: introduces you to the complexities of the NSW mental health system and provides basic knowledge to you about how to navigate the system and be a better advocate for yourselves and others.

Recovery Oriented Practice: introduces you to the empowering concept of recovery as a way to view an individual's journey through mental health.

For more info + to register:

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

Contact MHCN:

mhcadmin@mentalhealthcarersnsw.org
02 9332 0777



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Join MHCN's Mental Health Carer Advocacy Network

The Mental Health Carer Advocacy Network connects mental health carers and the sector through events, activities, training, and resources. We use these activities to understand what mental health carers are passionate about, what their needs are, and to promote their voices to improve mental health services. When you join, you also become a member of MHCN.

What do you get when you join?

- ✓ When you sign up, you get to tell us what you're interested in hearing about.
- ✓ You can get involved in our monthly online **Carer Connections Meetings**.
- ✓ If eligible, you can go into the draw to win a travel voucher to take a holiday as part of **MHCN's Eunice Lonergan Carer Grants Program**.
- ✓ When you sign up, you automatically become a member of MHCN.
- ✓ It's free, and signing up only takes 5 mins.

For more info and to join:

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



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to visit our website**







Check out our website + socials



www.mentalhealthcarersnsw.org



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<https://www.youtube.com/@mentalhealthcarersnswmhc4331>

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