



Position description

Title	Director, Lived Experience
Classification	Executive Level 2
Division/Branch/Section	National Mental Health Commission
Reports to	Executive Director, Strategic Projects
Direct Reports	1
Location	Canberra, Sydney or Melbourne

About the National Mental Health Commission

The National Mental Health Commission (the Commission) provides insight, advice and evidence on ways to continuously improve Australia's mental health and suicide prevention systems, and acts as a catalyst for change to achieve those improvements. This includes increasing accountability and transparency in mental health through the provision of independent reports and advice to the Australian Government and the community. The Commission provides cross-sectoral leadership on the policy, programs, services and systems that support better mental health and social and emotional wellbeing in Australia.

The Commission supports the Australian Government to ensure that investment in mental health is both effective and efficient. We work with stakeholders – particularly people with lived experience, their families and other support people – to ensure reforms are collectively owned and actioned and to enable participation in government process. As well, the Commission builds relationships and partners with others to leverage effort and expertise, including with service providers, peak community and professional bodies, government agencies, researchers, academics and state and territory governments.

The Commission has taken a recovery perspective to its work – recognising that the recovery journey is unique to each person, which is about leading as fulfilling a life as possible as part of the community. This is a wide-angle view beyond mental health to see the context of people's lived experiences and their hopes for leading a contributing life.

A Contributing Life is where people living with a mental health difficulty can expect the same rights, opportunities and health as the wider Australian community. Simply put, this is about having stable relationships, a home, meaningful work, good health care and opportunities for education and training, all without experiencing discrimination due to having a mental health difficulty.

More information is available at www.mentalhealthcommission.gov.au

About the role

A core value and commitment of the Commission is engagement of lived experience across all aspects of its work. Lived experience needs to inform and shape all work undertaken by the Commission. To ensure this is implemented to its full potential, this senior designated Lived Experience role has been created. Its core responsibilities are outlined below, with the overall aim being the establishment of a network and mechanisms to ensure that the diversity and breadth of lived experience is incorporated into and shapes the Commission's priorities. The role will be responsible for ensuring the Commission's work benefits from a diverse range of lived experience perspectives, including the full breadth of experiences of mental health issues, stages of recovery and population groups.

Directors are required to undertake work with a high level of complexity and operate under broad direction. They exercise a significant degree of autonomy and perform an important leadership role. Employees at this level are responsible for influencing and developing strategy, policies, priorities and operational practices in support of the Commission's objectives and based on high level decision-making and judgement. Directors provide a high level of advice to the Executive as well as coordinating and assuming responsibility for work programs that have strategic and operational significance. Directors are also responsible for initiating, establishing and maintaining strong relationships with key internal and external stakeholders and may lead a work team or teams.

Directors require skills across analysis, advice and stakeholder engagement. They must have highly developed writing skills, with demonstrated experience in the preparation of clear and succinct written advice and content drawing together complex quantitative and qualitative information to produce a range of products. They must be capable of putting together and managing teams and promoting a positive workplace culture.

To be successful in your application you will have outstanding policy development, stakeholder engagement, negotiation, research and analytical skills along with the capacity to manage and lead key pieces of work. You will need to be a hands on, highly motivated self-starter, a clear communicator with strong project management and interpersonal skills, and be committed to quality and outcomes. You will have the ability to plan for and deliver results on time and budget, and manage competing priorities.

Key responsibilities

- Provide internal consultancy to Commission staff across the full range of evidence generation, policy, engagement and communications work.
- Develop and implement a strategic approach to expanding the capacity and capability of the Commission to ensure appropriate lived experience participation across all opportunities and needs.
- Facilitate the establishment, maintenance and ongoing development of relationships and mechanisms (e.g. network) by which a wide range of personal lived experience perspectives can contribute to Commission work, enabling the most appropriate match of lived experience to opportunity or need to participate or contribute.
- Work collaboratively with other staff and stakeholders to improve people's understanding of personal recovery and inform policy advice towards achieving a recovery-oriented mental health system.
- Consistently display and promote high level commitment, integrity and diligence in all aspects of work and decision making, applying the principles of confidentiality, mutual respect and understanding.

- Provide analysis and advice to a high standard on a range of issues to facilitate the Commission's work and contribute to government processes, including through analysis of best practice evidence, research literature, current national policy and indicators, and administrative and survey data.
- Planning, procuring and managing the effective and efficient conduct of projects or contracts to support the development of reports and other materials.
- Recommending and undertaking analysis of highly complex policy, stakeholder feedback and other information to evaluate performance and outcomes of the mental health system and identify important trends, opportunities for improvement and potential impact of policy change.
- Working with the Engagement and Communications Team on the development and release of reports, and other projects as required.
- Other duties as required.

Required experiences and abilities

- Personal or direct lived experience of recovery from a mental health issue – that is, first-hand experience of mental health issues/diagnosis/voluntary or involuntary service use and the consequent impacts. ¹ (Note that people in designated family/carer roles who are able to draw on their experiences of having witnessed, walked beside and supported someone having these experiences are also eligible.)
- Well-developed lived experience advocacy skills, with capacity to bring a collective rather than individual perspective to the work.
- Experience engaging with a diverse range of stakeholders, building relationships and effectively communicating with relevant stakeholders in a complex landscape.
- Well-developed organisational skills, together with the ability to manage priorities and meet deadlines and timeframes.
- Ability to work collaboratively within a team environment and contribute to the achievement of organisational goals and objectives.
- Ability to promote a culture of hope and optimism and use the insights gained from your personal experiences of recovery to inform the work and assist others within their roles.
- Ability to relate, empathise with and be aware of the perspectives and diversities of others.
- Ability to establish and maintain respectful relationships while promoting an understanding of recovery oriented practices within a multi-disciplinary team environment.
- Possess an understanding of the principles of recovery-oriented practice and peer work values.

Selection criteria – EL2

1. Shapes strategic thinking
 - *Inspires a sense of purpose and direction*

¹ Judging whether your lived experience suitably prepares you for a designated Lived Experience role is highly subjective. As a guide, people in Lived Experience roles typically describe experiences that changed their life as they knew it and took them on a different path from what they had planned. The experiences, particularly for people in direct/personal Lived Experience roles also significantly changed the way they viewed themselves and their place in the world.

- *Focuses strategically*
 - *Harnesses information and opportunities*
 - *Shows judgement, intelligence and common sense*
2. **Achieves results**
 - *Builds organisational capability and responsiveness*
 - *Marshals professional expertise*
 - *Steers and implements change and deals with uncertainty*
 - *Ensures closure and delivers on intended results*
 3. **Cultivates productive working relationships**
 - *Nurtures internal and external relationships*
 - *Facilitates cooperation and partnerships*
 - *Values individual differences and diversity*
 - *Guides, mentors and develops people*
 4. **Exemplifies personal drive and integrity**
 - *Demonstrates public service professionalism and probity*
 - *Engages with risk and shows personal courage*
 - *Commits to action*
 - *Displays resilience*
 - *Demonstrates self-awareness and a commitment to personal development*
 5. **Communicates with influence**
 - *Communicates clearly*
 - *Listens, understands and adapts to audience*
 - *Negotiates persuasively*
 6. **Job specific criteria**
 - *Demonstrated knowledge and expertise in the diversity and breadth of lived experience and the principles of recovery-oriented practice and its application to the mental health system.*
 - *Extensive experience in engagement, collaboration, strengthening relationships and establishing and maintaining networks.*
 - *Demonstrated high level communication skills including the ability to share knowledge and engage effectively with a broad range of stakeholders.*
 - *Demonstrated ability and experience in strategic thinking and innovative ideas to improve policy, practice and performance.*
 - *Demonstrated experience in leading and managing a small team and promoting a positive workplace culture.*
 - *Knowledge and understanding of mental health and suicide prevention, including interactions across jurisdictions and sectors (i.e. public, private and community-managed) will be required in the job. Experience in this area, or the capacity to quickly get across the subject matter and structures and processes of the mental health system is required.*
 - *Relevant qualifications in lived experience, peer work, mental health recovery, social justice, or health are desirable.*

Remuneration

The position is graded at an Executive Level 2. See the Commission's website for more details (<https://www.mentalhealthcommission.gov.au/about/employment>).

Supervision

This position reports to the Executive Director – Strategic Projects. Opportunities for supervision will be provided, with arrangements negotiated with the successful applicant. Supervision is private and confidential.

Tenure

The role is offered on an ongoing basis.

Career progression

The Commission recognises that there are often limited opportunities for career progression for people in designated Lived Experience roles. Subject to the successful applicants' eligibility and performance, opportunities for career progression within the Commission and the broader Australian Public Sector are available

Eligibility

To be employed by the National Mental Health Commission applicants must be Australian Citizens. All successful applications for any position within the Commission will be required to complete pre-engagement checks including a police check. Each application will be considered on its merits.

How to Apply

Applications are to comprise:

1. A covering letter;
2. Applicants are required to submit a statement of claims (**1000 words maximum**) outlining why you believe that you have the skills, capabilities, knowledge and experience to be considered for this role.
3. A copy of your Curriculum Vitae or Resume that sets out relevant qualifications and experience; and
4. The names and contact details of two referees.

The **preferred method of submission** of applications is to **email** one document, preferably in **Word format** to:

Recruitment@MentalHealthCommission.gov.au

Contact:

If you require further information on the position please contact Michelle Blanchard, Executive Director, National Mental Health Commission on 03 9665 8297.

When framing your application, you should take account of the requirements of the position and the selection criteria against which you will be assessed.

The following are some tips that may help you in preparing your application:

- Provide a cover sheet which states: your name, the position (with Reference Number) applied for, your current contact details, current position, educational qualifications and referees.
- Keep your application succinct.
- Include key elements such as:
 - an employment history (as part of your resume);
 - a short summary identifying your specific achievements, skills and what you can offer to this role (in your cover letter); and
 - a statement of claims, which illustrates your experience against the job specific selection criteria.

NB: This should preferably be in a single document for ease of handling.

- It is important that the information in your application is correct, particularly dates and contact details, and it also helps if you clearly nominate whether your previous workplace(s) is a government (Commonwealth, State or Territory), private sector, or community organisation.
- Please also include dates and details relating to your educational qualifications.
- The format for applications is quite flexible – but it does need to be easy to read, accurate and concise.

We wish you all the best with your application.