

Flourish TAS Consumer Representative Service (CRS) Coordinator

Hobart

Reference: FL2018001

- Part-time opportunity based in Hobart
- Join a recognised organisation for providing the mental health consumer expert voice and input into Government and community and health sectors
- Be a part of a values-based, progressive and unique organisation
- Access to research, policy developments, ongoing training and support
- Attractive salary packaging benefits

About this opportunity

The Flourish Consumer Representative Service (CRS) Coordinator manages a member data base and identifies, coaches and supports individual members/consumers to be placed on local, regional, state, and at times national, committees, working parties, project teams or interview panels across Tasmania's mental services. The position further has a shared needs analysis/training facilitation component, with our training coordinator and/or external facilitators. The CRS service's aim is to ensure best possible matches between consumer expertise or experience and input needs from other government departments or, at times, other organisations or business.

As the CRS Coordinator your key responsibilities will include

- Maintain an effective consumer representative team recruitment plan;
- Form and maintain links with government mental health service providers;
- Establish strong links with the three regional Flourish Local Action Groups;
- Liaise with the Flourish Training Coordinator to ensure best possible consumer training pathway options;
- Coordinate/facilitate relevant mentoring, training, briefing and debriefing before, during and after a CR assignment;
- Conduct an annual skills audit to establish existing skills and skill gaps;
- Maintain data, records and qualitative information as per the need of the CRS; and
- Provide regular program reports.

What do you need (Selection Criteria)

- Understanding of the theory and practices of consumer engagement, mental health consumer participation or related consultative, facilitation, mentoring or support experience and/or expertise.
- Comprehensive experience of the issues, challenges, hurdles, personal and social challenges of a person who has experienced, and still may be experiencing, mental ill health or mental health issues.
- Demonstrated attributes and behaviours that facilitate positive, strong and long-term relationships, internally and externally.
- An ability to be creative, clear, positive and to relate to everyone with highest-levels of unconditional positive regard will be highly regarded.

- Demonstrated team membership capabilities and attitudes with genuine interest in the care, wellbeing and development of consumer team members, other staff, volunteers and the wider Flourish membership and stakeholders.
- Well-developed communication, engagement, relationship building and networking skills. Experience in facilitation, mentoring, peer support provision/facilitation and a proven ability to innovatively and positively solve problems or challenges will well regarded.
- Qualifications and/or sound experience and knowledge related to the mental health, wider health or community sectors, or other qualification and/or experience relevant to the requirements of the role.
- A current valid Driver's License.
- Satisfactory completion of a National Police Records Check prior to commencement.

About Flourish

Flourish Mental Health Action In Our Hands Inc. (short 'Flourish') is an independent not-for-profit organisation established to provide a strong voice for Tasmania's mental health consumers; people with lived experience(s) of mental illness. Flourish works with consumers, government, service providers and families to ensure that the delivery of mental health services is a quality process that meets the needs and expectations of all consumers.

Flourish is an organisation that has at its heart the active, proactive, caring and persistent support of people with lived-experiences of mental ill health and for some of them to become consumer representatives. Flourish's support and coordination work is to give mental health consumers a voice, to empower and engage them in the wider mental health work program and to facilitate their wide-ranging contributions to the mental health sector.

How to apply

Email us for a PD of this role by contacting admin@flourishtas.org.au . You can also download a copy of the PD from our website at <http://flourishtas.org.au/> and follow the tab 'how to get involved'.

All applicants are encouraged to contact us for a confidential discussion about this unique role. Please contact Klaus Baur on 03 6223 192 or on 0419 440 123.

Applications close 9 April 2018

Please note: Only shortlisted candidates will be contacted for interview.

Flourish hosted the first Australian 'Design Thinking' conference/multi-day workshop in December 2018 predominantly for mental health consumers. Here is one of the participant experience:

<https://www.youtube.com/watch?v=Jhs1vwSWaY0&feature=youtu.be>