



Flourish Inc. Position Description

Coordinator, Consumer Representative Service

Title:	Coordinator, Flourish Consumer Representative Service (Ref.; FL2018001)
Hours:	0.4 FTE (2 days) negotiable (7.6 hours per day)
Status:	Permanent part-time position - initial 12-month contract
Probation:	3 months
Location:	Hobart
Responsible to:	CEO or Line Manager
Salary:	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> Level 5 or 6 (depending on experience).
Benefits:	Flexible and family friendly work environment; opportunities for professional development; pleasant university environment; some work-at-home opportunities.

About Flourish Inc. / This role

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 and people with a lived experience 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-experience of mental ill health. This support and the coordination work is to give mental health consumers a voice, to empower and to engage them in the Flourish work program and to facilitate their wide-ranging contributions to the mental health sector.

Flourish is an equal opportunity employer, working with and for mental health consumers. Individuals with a lived-experience of mental ill health are strongly encouraged to apply for this role.

Flourish is a small organisation with a state-wide function to facilitate consumer input into mental health service planning, delivery and evaluation. Flourish's role also is to build the capacity of consumers, while broadly and positively impacting on their wellbeing through social determinants of health benefits.

The successful person will:

- Have an understanding of consumer engagement practices;
- Have an understanding of Tasmania's mental health policies, strategies and practices;
- Be able to work with maturity, passion and autonomy in setting priorities;
- Be able to work across teams;
- Be able to address issues and challenges;
- Work with related projects;
- Have sound professional judgement
- Display a positive and professional attitude; and
- Use a well-balanced approach between consistency and innovation in line with Flourish's culture.

Opportunity

Join Tasmania's well respected and progressive mental health consumer organisation to coordinate the Consumer Representative Service (CRS) and Program. The CRS and Program places and supports consumers on a range of committees, working parties, project teams and interview panels. Coordination includes liaison with Tasmania's mental health services, other government departments or services and other organisations.

Those wishing to gain entry to the growing sector of mental health and health/mental health consumer participation or those with experience in mental health, and consumer-centred mental health services wishing to secure a part-time position will be interested in this role.

This is an exciting time where Flourish and its consumers or members are in high demand due to a wide range of projects, change programs and new policy directions. Flourish is in a phase of expansion of scope and is planning for growth. This will expose the successful applicant to research, training, wellness, social programs and broader changes and developments across government and non-government mental health services.

The successful candidate will work with a clear set of instructions, policies and procedures, sound processes and systems. The person will also receive a comprehensive induction as well as on-the-job learning opportunity, support, mentoring and supervision.

The Role Liaises With

The successful candidate will be required to liaise and work with a wide range of individuals and groups from various cultural, social, socio-economic, organisational or political backgrounds, including but not limited to:

- Flourish internal and other mental health consumers (individuals who have a lived experience of mental illness);
- Mental Health Service Providers (government and non-government);
- Flourish Members and the Flourish Local Action Groups ('FLAGs');
- Other Consumer/Carer Organisations;
- Flourish Policy/Project, Coordination, HR, IT, Administrative Staff and Consultants;
- Volunteers/Flourish Volunteers;
- Government Department Representatives;
- Businesses and philanthropic organisations; and
- The wider community.

Key Tasks

Maintain the Flourish General Member and CRS Consumer Register databases and:

- Form links with community sector organisations and government service providers;
- Establish strong links with the Flourish Local Action Groups;
- Form links with other consumer groups, organisation-internal or across sectors;
- Maintain an effective consumer representative team recruitment plan; and
- Assist with the facilitation of several (up to nine per year), state-wide consumer representative events with Mental Health Services Tasmania.

Process requests for consumer representatives across Tasmania's mental health services

- Promote representation opportunities to the CRS team;
- Manage the CRS member application process;
- Facilitate the placement and debriefing of consumer representatives;
- Liaise with requesting government and non-government department or services;
- Liaise with the Flourish Training Coordinator to ensure relevant training pathways (or recognition of prior learning) have been completed prior to any CRS work; and
- Provide support to the Department of Health and Human Services (DHHS) staff and consumers upon request.

Provide support to CRS consumers

- Be attending, patient, caring and supportive in working with the CRS team, office staff and all key stakeholders;
- Prepare consumers to become active CRS team members;
- Prepare consumers for all individual CRS roles/assignments;
- Coordinate and assist in the coordination of relevant mentoring, training, briefing and debriefing before, during and after an assignment;
- Coordinate relevant training for Flourish/CRS members;
- Assist consumers in completing any course work, in particular for formal training, as appropriate or required;
- Conduct an annual skills audit to establish current skill profiles and skill gaps;
- Support, facilitate and assist Flourish/CRS members with an input to eNews; and
- Coordinate an annual social or similar event for the CRS team.

Provide support to Mental Health Services

- Promote the CRS primarily to MH Department staff, but also to health, community sector and other organisations, businesses or service clubs;
- Review and prepare communication and promotional materials;
- Manage the client/organisational and the CRS member feedback form/evaluation;
- Conduct any other evaluation program, including a bi-annual member satisfaction survey;
- Maintain data and records of requests for consumers by the DHHS; and
- Maintain any other data, records and qualitative information required by the DHHS.

Other Conditions/Requirements:

- The role will largely operate from the Hobart office. Some interstate travel may be required, and expenses associated with the travel will be reimbursed;
- Additional hours required for travelling or special projects will be compensated as per the TOIL Policy but must be first approved by the line manager;
- All employees of Flourish must sign and abide by the Flourish 'Code of Conduct' and all Flourish policies and procedures; and
- Prior to employment a current National Police Check must be provided.

Selection Criteria

The selection of the successful applicant will be based on proven experience, qualifications and/or training and the applicant's potential to most efficiently undertake the responsibilities of the position.

Essential:

1. An understanding of the theory and practices of consumer engagement, mental health consumer participation or related consultative, facilitation, mentoring or support experience and/or expertise.
2. 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.
3. Demonstrated attributes and behaviours that facilitate positive, strong and long-term relationships, internally and externally.
4. An ability to be creative and positive and to relate to everyone with highest-levels of unconditional positive regard.
5. Demonstrated team skills.
6. 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.
7. Well-developed verbal and written communication skills, including engagement, relationship-building and networking skills.
8. Experience in facilitation, mentoring, peer support provision/facilitation and a proven ability to innovatively and positively solve problems or challenges will be well regarded.
9. 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.
10. A current valid Driver's License.
11. Satisfactory completion of a National Police Records Check prior to commencement.

Desirable:

12. Qualifications or sound experience and knowledge of community development in general or consumer engagement/participation.
13. A key function of the role is the need/competency assessment and development and delivery/part-delivery of capacity building opportunities for Flourish consumers. Demonstrated experience in small to medium project coordination, training coordination or experience in a similar role and level of responsibility will be positively regarded.
14. A current Tasmanian drivers licence.

Application Process

If you consider applying for this position you are strongly encouraged to contact the Flourish office to speak to the nominated contact person.

In a brief cover letter let us know why you are interested to work in the consumer engagement space and with, and with/for mental health consumers. Please respond to the above Selection Criteria and limit your response to two or three (maximum) pages. Please adhere to the set closing date/timeframes.

Flourish's intention is to actively and pro-actively shift program, service and organisational decision-making to our members, CRS team members, and the wider mental health consumer group.

Applications will be reviewed by, and those short listed will be interviewed by a small panel comprising of Flourish members/consumers and a combination of internal, external stakeholders, staff, a manager, the



Flourish Mental Health Action in Our Hands Inc.

CEO and/or a Board Member. Many of our friends/team members have several 'hats on' and the panel will consist of three to four individuals.

Contact Us

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www.linkedin.com/company/flourishtas



[YouTube 'Flourish Tas'](#)



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Role/Position: Coordinator	Ref No: FL2018001
Approved By: CEO	PD Contact/Author: kb

REVISION HISTORY			
Version No.	Status (draft/approved)	Date	Next Review Date
2	Approved	1/3/2018	TBA