

## Position Description

### Policy Officer – Mental Health Lived Experience Tasmania (MHLET)

<b>Job Title:</b>	Policy Officer
<b>Location:</b>	MHLET (Hobart)
<b>Classification/Salary:</b>	SCHADS, Level 5
<b>Employment Status:</b>	0.6 Full Time Equivalent (FTE) (or as negotiated)
<b>Reports to:</b>	Chief Executive Officer
<b>Term:</b>	Fixed term contract to 30 August 2027

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#### About the Position

This is a fixed term 0.6 FTE position to develop and implement MHLET's advocacy workplan and policy initiatives. This role has a specific focus on mental health reform in Tasmania. The roles will require an understanding of policy and activities of the government and community sector in the mental health space. The Policy Officer will work closely with the CEO and MHLET's consumer representatives and members providing advice and support on issues pertaining to their work. The position will also assist with the coordination of projects that contribute to the achievement of co-design of mental health services.

The position is based in MHLET's Hobart office, with occasional travel to North and North West Tasmania.

The position is a fixed term contract position available from the date of employment until 30 August 2027.

MHLET is an organisation managed and governed by people with lived experience of mental ill-health and psychosocial disability. Lived experience of mental ill-health and/or psychosocial disability is an essential selection criterion for this position.

First Nations people; culturally and linguistically diverse people; LGBTIQ+ people; and people with intersecting disabilities are strongly encouraged to apply.

Flexible working arrangements may be negotiated.

#### About MHLET

Mental Health Lived Experience Tasmania Inc. ('MHLET') is Tasmania's lead organisation for people with a personal lived experience of mental ill-health and psychosocial disability.

MHLET is a member-based, independent, not-for-profit organisation that works with mental health consumers, people with psychosocial disability, the state mental health system, mental health service providers, disability service providers and the community to ensure that the voice of lived experience is heard in the planning and delivery of Tasmanian mental health services and psychosocial disability services.



MHLET and its members also work to counter marginalisation, discrimination, stigma and the sense of profound isolation that is often experienced by people living with mental ill-health and psychosocial disability.

People who work at MHLET have personal lived experience of mental ill-health and recovery. This enables deep understanding of the various needs and perspectives of mental health consumers and people with psychosocial disability, while recognising that everyone's lived experience is unique.

MHLET has administered a consumer representation service in Tasmania since 2011, supporting people with mental ill health and psychosocial disabilities to exercise their rights and shape both government services and the Tasmanian NGO sector. MHLET facilitates over 2000 hours of 'lived experience engagement' across southern, northern, and north-west Tasmania each year.

MHLET's consumer representatives have played a significant role in Tasmanian Mental Health Reform and associated projects, contributing to a number of new services, including the successful launch of the "Head to Health Centre" in Launceston and collaboration with the Tasmanian Government's Mental Health, Alcohol and Drug Directorate in the co-design, development, and implementation of "The Peacock Centre" in Hobart.

Between 2021 and 2023, MHLET's consumer engagement helped to shape the Tasmanian Eating Disorder Service, identifying gaps in eating disorder care within existing services to ensure alignment with the needs of those seeking assistance. Additionally, Primary Health Tasmania commissioned MHLET in 2022-2023 to deliver a Lived Experience Engagement Framework and MHLET successfully conducted a Lived Experience Audit of Services for Anglicare Tasmania.

MHLET has several existing partnerships within the Tasmanian Department of Health, including Statewide Mental Health Services, the Tasmanian Government's Mental Health Alcohol and Drug Directorate, and The Office of The Chief Psychiatrist.

MHLET also has partnerships within the community sector. These include formal and informal partnerships with Mental Health Family and Friends, Health Consumers Tasmania, Palliative Care Tasmania, Mental Health Council, Alcohol and Other Drugs Council Tasmania, Stride Head to Health, Bapcare, Anglicare, Working it Out and the National Mental Health Consumer Alliance. Each of these partnerships plays a crucial role in MHLET's capacity as a small organisation, providing support, expertise, and scale to undertake mutually beneficial projects.

## **MHLET Vision, Purpose and Values**

### **Vision**

We use our lived expertise so Tasmania can be a better place for all people.

### **Purpose**

People with lived experience are driving positive change through representation, advocacy, and co-production.

### **Values**

*Empathy.* Practicing kindness and compassion.

*Inclusivity.* Representing the diversity of our community.

*Trust.* Creating safe, non-judgemental spaces.

*Equality.* Working together to dismantle power imbalances.

*Self-determination.* Building individual capacity to enable a collective voice.

### **Role Purpose**

Reporting to the MHLET CEO, the purpose of the Policy Officer role is to:

- Work with the CEO and MHLET's Policy Committee to identify MHLET's policy priorities to develop and implement a policy workplan.

### **Role Responsibilities**

- Design and implement co-design activities to ensure that MHLET's policy, research and advocacy initiatives are informed by the lived experience of MHLET's membership and Tasmanians with a lived experience of mental ill- health and/or psychosocial disability.
- Coordinate the Policy Committee meetings including co-design of policy initiatives.
- Develop and implement policy and advocacy workplan.
- Prepare high-quality documents including discussion papers, correspondence, position papers, submissions, policy advice and reports that are accessible, accurate, evidence based, informative and engaging.
- Monitor key sector reforms and emerging sector issues.
- Monitor and respond to issues regarding the Tasmanian Mental Health Reform Agenda.
- Develop and maintain a network of organisational advocates for mental health lived experience priority issues and campaigns.
- Develop, maintain and review all internal policies and procedures.

### ***Record and monitor Key Performance Indicators***

- Record, monitor and report (as a minimum) the following Key Performance Indicators (KPIs):
  - Participant attendance/progress/completion policy activities
  - Prepare with consultation of Policy Committee a minimum of 3 position papers per annum.
  - Take action on three to five priority advocacy issues identified by the Policy Committee relating to improvements in provider service delivery and systemic reform.
  - Actively engage with the National Mental Health Consumer Alliance.

### ***Staff and participant communication***

- Establish and maintain positive, collaborative and effective communication with other MHLET staff, MHLET members, MHLET Consumer Representatives, MHLET key organisational stakeholders, and people with lived experience to ensure policy is appropriately informed by people with a lived experience.
- Communicate with empathy, understanding and respect with all project participants
- Provide timely, concise and accurate responses to inquiries relating to policy and advocacy priorities.

### ***Grant Progress Reporting and Compliance with Funding Agreement***

- Prepare information for progress reports as required by the CEO to report on funding contract associated with the Policy Officer's role.
- Collect qualitative and quantitative data, including from members and consumer representative, to enable measurement of engagement with people with a lived experience.
- Monitor and help ensure compliance with MHLET's obligations under the Grant Agreement and associated documents.

### ***Other Responsibilities***

- This position description is not intended to be an exhaustive list of duties. The person selected for this role will be expected to perform other related tasks requested by the CEO and as necessitated by the development of this role and the development of the organisation.

### **Selection Criteria**

1. Lived experience of psychosocial disability and/or mental ill-health
2. Demonstrated capacity to prepare high-quality documents including discussion papers, correspondence, position papers, submissions, policy advice and reports that are accessible, accurate, evidence based, informative and engaging.
3. Skills including planning, monitoring, reporting and evaluation.
4. Demonstrated high level written and verbal communication skills.
5. Ability to work independently and in a small team, demonstrating resourcefulness and managing competing priorities.

### **Other Mandatory Requirements of this Role**

- Must hold Australian citizenship or be a permanent resident of Australia.
- Must satisfactorily comply with National Police Clearance and Working with Vulnerable People requirements.
- Current drivers' licence.
- Demonstrated knowledge of Tasmanian Government policies, programs, services and legal requirements relating to psychosocial disability and mental health.
- Capacity to fulfil the basic physical and psychological requirements of the position as set out in Table A below (with reasonable support where required)

## Key Competencies for all MHLET staff

**Self-Assessment and Reflection:** A preparedness to practice self-awareness, self-management, social awareness and relationship management, to contribute to a more effective and supportive organisational culture.

**WHS/Risk Management:** A commitment to compliance with WHS/Risk Management obligations for oneself, other staff, participants and stakeholders.

**Service Performance:** Services are delivered in a timely manner, meet MHLET expectations, and are consistent with sound administrative and operational procedures and practices and within allocated budgets where applicable.

**Communication:** Information is disseminated on-brand, using appropriate media/language to the right people at the right time.

**Accountability:** Individual responsibility to deliver services within the relevant legislative and regulatory framework and with sound financial and administrative practice.

## How to Apply

For further information regarding this position, please contact:

The MHLET Office:

Ph. (03) 62231952

Email: [admin@mhlet.org.au](mailto:admin@mhlet.org.au)

Applications should include:

- a cover letter
- an up-to-date CV
- a separate document addressing each item in the 'Selection Criteria' and 'Other Mandatory Requirements of this Role', with reference to the 'Role Responsibilities and Accountabilities' as appropriate.

Please forward your complete application to [admin@mhlet.org.au](mailto:admin@mhlet.org.au) by 30<sup>th</sup> August 2024

## MHLET's commitment to diversity

The expertise and wisdom of First Nations people; culturally and linguistically diverse people; LGBTIQ+ people; and people with intersecting disabilities are valued by MHLET and applicants from these groups are strongly encouraged to apply (as are people with parenting responsibilities).

MHLET recognises that this position requires a broad range of skills and as such there is some flexibility in the number of hours worked per week and the key areas of responsibility.

MHLET encourages applicants to identify their areas of experience that best match the role and any preferred options for flexible working arrangements.

**TABLE A: The basic physical and psychological requirements of the Project Officer (Administration)**

<b>Work Environment</b>	
Manage demanding and changing workloads and competing priorities.	Daily
Work in a team environment.	Daily
Work in different geographic locations.	Regular
Be exposed to all outdoor weather conditions.	Occasional
Work in unstructured environments (e.g. outreach).	Regular
Work office hours with the possibility of extended hours.	Regular
Work after hours, as operationally required.	Occasional
Work in an open plan office.	Daily
Work in buildings which may be two-storey.	Daily
Sit at a computer or in meetings for extended periods.	Daily
Work in an environment with competing demands.	Daily
<b>People Contact</b>	
Liaise with government, non-government and community organisations.	Daily
Work with clients who may have a disability.	Daily
Interact with members of the public who may display the full range of emotional expressions and behaviours	Daily
Interact with clients and other people who could display challenging behaviour.	Daily
Facilitate access to specialist, generic and community services.	Daily
Undertake training and professional development activities.	Regular
<b>Administrative Tasks</b>	
Undertake administrative tasks which may include: computer work, filing, writing reports, client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
Use technology including computers, video conferencing, telephones, cameras, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	
Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular

Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
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Role/Position: Learning and Development Coordinator (Self Empower Now)	Ref No: MHLET-PD-LDC (SEN)
Approved By: CEO	PD Contact/Author: CEO

<b>REVISION HISTORY</b>			
Version No.	Status (draft/approved)	Date	Next Review Date
1	Draft	14/7/2024	TBA