

Position title	Manager - Engagement and Experience
Reports to	General Manager
Date	June 2023

About EACH

EACH provides an integrated range of health, disability, counselling and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 300 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	A healthy community where everyone belongs.
Our purpose	Promoting health, building hope and creating opportunity.
Our values and behaviours	<p>We care We welcome you with empathy and hope. We believe making change is possible for everyone.</p> <p>We listen We take time to understand you, your experiences and your culture. We work with you and the people important to you, to build the right supports.</p> <p>We learn We evaluate our actions and always seek to improve.</p> <p>We deliver We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.</p>

About The Health Alliance

The Therapeutic Alliance is a consortium of community based not-for-profit services who provide outstanding services across the North Coast of NSW. Consortium partners are Health Voyage, The Buttery, Chess Connect, Wellways and EACH as the lead agency of the Consortium.

The Alliance will deliver the Primary Mental Health Program (PMHP) funded by Health North Coast through a multidisciplinary person centred, hub and spoke model/s of care. The 3 main service hubs are located at Port Macquarie, Coffs Harbour, and Byron Bay.

The PMHP will deliver Healthy Minds, Mental Health Nursing Incentive program, Young Person Severe Mental Health program, Suicide Prevention program, Counselling Support program and Low Intensity Mental Health program.

Position summary

The Manager - Engagement and Experience will be responsible for establishing expectations, generating tools, guidance, and maintaining accountability for meeting the needs of stakeholder communities, incorporating the perspectives and lived experiences of consumers into operations, while developing and implementing proactive strategies to strengthen connections to communities of recovery.

The Manager - Engagement and Experience will lead the practice leadership in realizing the Consortia's expectations for spokes and local connections between spokes and hubs.

Deliverables

- Develop and implement strategies to ensure that the needs of vulnerable communities are met, and their perspectives are incorporated into operations
- Establish and maintain accountability for how consumer's lived experiences and perspectives inform and guide operations.
- Codesign and implement programs that strengthen communities of recovery, whether virtual, cultural, geographical, service, or social issue based (e.g., employment, homelessness, suicide, etc.).
- Chairing the Cultural Awareness, Safety and Inclusion Advisory Committee & Therapeutic Alliance Partners Group
- Establish expectations for spokes and local connections between spokes and hubs to realize the Consortia's expectations.
- Provide guidance, tools, and resources to ensure that local operations are aligned with the Consortia's expectations.
- Facilitate communication and collaboration between spokes and hubs to ensure that local operations contribute to community wellbeing.
- Develop and implement training programs to ensure that staff are equipped with the knowledge and skills necessary to meet the needs of stakeholder communities and incorporate the perspectives of consumers into operations.
- Monitor and evaluate the effectiveness of strategies and operations to ensure that they are achieving desired outcomes and meeting the needs of communities more vulnerable to ill mental health.

The professional expertise we are looking for in this role

Skills

- Strong leadership and interpersonal skills.
- Ability to work collaboratively with diverse stakeholders.
- Demonstrated ability to develop and implement effective strategies.
- Excellent communication skills, with the ability to communicate effectively with a wide range of stakeholders
- Strong financial management skills
- Excellent organizational and planning skills
- Ability to work effectively under pressure and to tight deadlines
- High level of computer literacy including working knowledge of MS Office Suite and the ability to navigating multiple platforms
- Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders and to relate to people in a positive, respectful, and supportive manner.

Experience and Knowledge

- 5+ years of experience in community outreach, program development, mental health lived experience, community development, or a related field.
- Experience working with vulnerable populations, particularly those with substance use disorders and/or mental health conditions.
- Knowledge of and experience with community-based recovery services, including virtual, cultural, geographical, service, or social issue based (e.g., employment, homelessness, suicide, etc.).
- Knowledge of program evaluation and data analysis.
- Demonstrated experience in leading and managing a team
- A commitment to delivering a person-centred approach that: treats people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
- A strong understanding of, and commitment to, cultural safety and trauma-informed care

Mandatory Qualification/s, Competencies and/or Licences

- Bachelor's degree in social work, public health, community development, or a related field.
- Completion of a Criminal History Check and Employee Working With Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- Current state-based driver's license

Expected behaviours for all EACH staff and volunteers

- acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles
- promotes a 'safety first' culture and acts in accordance with EACH health and safety policy and management system
- ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe)
- promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights
- fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers
- demonstrates teamwork and collaboration and positively contributes to group activities
- contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers
- be curious, reflective, and open to continuous learning and new ways of working
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery