

Position Description

Title	Senior Lead, Consumer Partnerships
Business unit	AOD, Mental Health and Carer Services
Location	Coburg, Prahran
Employment type	Part Time, Ongoing
Reports to	Program Lead, Voices Vic

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The role is responsible for ensuring consumer participation across the areas of alcohol and other drugs and mental health, and building the skills and capacity of consumers, by providing regular supervision, training and development.

The Senior Lead, Consumer Partnerships works closely with the Consumer Partnerships team within Mission and Equity to deliver on Uniting's Consumer Partnership Framework, which defines the purpose, principles, goals and tools required for authentic and effective partnering between consumers and Uniting staff.

2. Scope

Budget: nil

People:

- The position is responsible for the management of between 12 – 20 consumers across alcohol and other drugs and mental health.

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3. Relationships

Internal

- Consumers
- Manager, Consumer Partnerships (Mission and Equity Team)
- Managers in AOD & MH
- Team Leader, Lived Experience and Consumer Training and Development
- AOD Clinicians and Counsellors, Mental Health Support Workers

External

- Clients, Carers, Families, and Guardians
- AOD agencies including SHARC, APSU and VAADA
- Mental Health agencies including VMIAC and Mental Health Victoria

4. Key responsibility areas

People and teams

- Establish, lead, coach and inspire an engaged and productive Consumer Partnerships team, using a trauma informed approach
- Deliver upon the recruitment, onboarding, orientation, and training of new Consumer Partners
- Empower Consumer Partners to continuously grow and develop their skills in accordance with Uniting's values, goals, and capability framework
- Ensure that Consumer Partners are provided with opportunities with transparency and equity that match both skills and development goals
- Be an influential communicator, building effective relationships to create cultural change within the AOD and Mental Health areas
- Promote and maintain a positive, respectful and enthusiastic work environment

Consumer Engagement and Participation

- Raise the profile and value of the role of consumer partners across the division; identifying opportunities to expand and grow consumer partnerships across the division
- Participate in organizational meetings sharing the value of consumer engagement and raising consumer voice (e.g Clinical Governance, Consumer Experience and Service Improvement Committee)
- Identify the training needs for consumer partners and work with direct line management / internal stakeholders to develop / source training that meets these needs
- Provide training to consumers for consumer partnership activities such as (but not limited to) participating in therapeutic day program sessions, program review and improvement, participating in interview panels, membership on governance, steering or advisory groups, co-facilitation of training or presentations to staff, and focus groups to identify and prioritise advocacy issues.
- Develop and implement processes that support greater consumer input into service planning, development, evaluation, training and delivery
- Provide education and training to staff and consumers on Uniting's Consumer Partnerships Framework, clear direction in relation to the role of a consumer partner, and further develop training and education materials
- Participate and encourage the application of a consumer lens in discussions with internal stakeholders and in meetings / forums.
- Support consumer engagement in projects that enhance the development and provision of AOD & MH services.
- Implement evaluation processes consulting with key stakeholders to identify themes and areas of improvement; collaborate with direct line management to implement innovations / improvement
- Undertake data collection and administrative tasks in an appropriate and timely manner

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Quality and risk

- Collaborate with direct line management and Quality Business Partner in relation to continuous improvement and development of Consumer Partnerships
- Collaborate with direct line management and Human Resources Business Partner to ensure ethical and professional practice which is compliant with Uniting's Policies and Procedures
- Report emerging issues and areas of risk and respond to any issues mitigating risks

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Willingness to utilise your own lived experience of mental ill health, alcohol and other drugs challenges and recovery to inform your work and the work of the team.
- Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of consumers and the work of other staff.
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Bachelor level degree or diploma in AOD, mental health (or related discipline)
- Certificate IV in AOD or have completed the core competencies. Expectation is that if you haven't completed this you will be able to within the first 24 months of employment. (desirable)
- Competencies in dual diagnosis or able to complete within the first 24 months of employment (desirable)
- Completion of Intentional Peer Support Core and / or Advanced Training (desirable)

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Experience

- A lived experience of mental health / AOD use and the process of recovery
- Demonstrated experience in working directly with people with mental health issues, alcohol and other drugs issues and/or complex needs – minimum 2 years
- Demonstrated staff supervision, leadership and consultation skills and ability to deal with challenging and complex issues.
- Experience working in a consumer lived experience role (desirable)

Core selection criteria

- Ability to and willingness to share your lived experience of mental health / AOD use and recovery in a safe way to inform your work, the work of the team and the organisation
- A demonstrated understanding and commitment to principles of consumer participation, recovery principles and an ability to raise awareness of these issues within the organisation
- Ability to articulate the consumer movement to staff and support culture change
- Well-developed written and verbal communication skills, in particular group facilitation skills, experience in chairing meetings and ability to write concise reports.
- Understanding and ability to work with stakeholders from diverse backgrounds.
- Ability to work both autonomously and as part of a team, incorporating effective planning, time management and organisational skills to achieve quality outcomes
- Demonstrated ability to use / learn Microsoft office and related products
- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- Ability to develop collaborative relationships with consumers, internal and external stakeholders
- Current Victorian Drivers Licence and/or ability to use public transport

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: