



Position Description	
Position Title:	Mental Health Carer Policy and Representation Officer
Updated:	January 2012
Employee Collective Agreement:	<ul style="list-style-type: none"> • Salary range is negotiable. There will also be access to benefits as allowed by the ATO (up to \$16,050 gross) and super • Salary is negotiable based on experience and qualifications • This is a full time position (37.5 hrs) per week, with a possibility of part-time work upon negotiation. • All other employment conditions as per the Carers ACT Employee Collective Agreement 2010.
Unit & Location:	Primarily Holt Office and other operational outlets as required
Capability Map Level:	Program Personnel
Position Funding/Contract:	<ul style="list-style-type: none"> • Carers Australia/Carers ACT
Budget Responsibility:	Nil
Reporting Relationships:	<ul style="list-style-type: none"> • Reports to the Policy and Communications Manager. • Liaises with the CEO as required. • Works externally coordinating communication between carer representatives, ACT Government committee secretariats and other stakeholders. • Works internally with Carer Support Services Team and other staff as required.
Job Role Summary:	This role works in close collaboration with the Policy and Communications Manager to provide peak body support to Carers in the ACT to: encourage and train Mental Health (MH) Carers to represent themselves and others on government committees, lend support in developing agreed (written) policy positions of the Carer membership, and provide a mechanism to update Carer members on committee progress and outcomes.
Position Objectives:	<p>This position is responsible for the day to day coordination of the Carer Representation Program and works to:</p> <ol style="list-style-type: none"> 1. Under direction of the Policy Manager, identify, engage and support Carers in representation and participation through a variety of communication and information mechanisms. 2. Provide coordination and support for MH Carer Representatives in fulfilling their roles. 3. Coordinate effective communication between Carer Reps and the wider MH Carer population and MH sector partners to work collaboratively for system change. 4. Work in collaboration with MH ACT, community MH agencies and other stakeholders to promote inter-agency collaboration in systemic advocacy development. 5. Contribute to business planning and reporting against plan and contract requirements.

Essential Qualities:	<ul style="list-style-type: none"> • A self starter with formal qualifications and/or demonstrated experience working in the fields of social science, community services or mental health. • Good organisational and analytical skills with strong attention to detail. • Effective communication and interpersonal skills, competence in liaising with a wide range of stakeholders. • Well developed verbal and written communication skills. • High level confidence and professionalism with the ability to represent Carers ACT at a variety of forums.
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RESPONSIBILITIES:

Work Practices	Objectives	Objective Measures
<p>1. Under direction, identify, engage and support Carers in participation and representational activities.</p>	<ul style="list-style-type: none"> • Under direction of the Policy and Communications Manager, implement a planned communications strategy to systematically build capacity and participation of Carers in the program. • Coordinate training for existing or potential MH Carer Representatives. • Coordinate MH Carer forums calendar for networking and information exchange amongst MH Carers and other key stakeholders. • Develop content for regular E-Bulletin communication with MH Carers. 	<ul style="list-style-type: none"> • The number of MH Carers participating or subscribing to the program continually increase and MH Carers are actively working in collaboration with CACT for system change. • That a minimum of two training sessions are hosted per annum. • Carers feedback indicate that forums are valued and informative. • E-Bulletins are valued by MH Carers as a good source of relevant information.
<p>2. Provide support to MH Carer Representatives in fulfilling their roles as representatives.</p>	<ul style="list-style-type: none"> • Maintain accurate and up to date details of government and non govt committees with MH Carer Reps. • Liaise with relevant committees/advisory bodies to ensure meeting papers are disseminated to Carer Reps as appropriate. • Recruit and fill vacant positions for Carer Reps when required. 	<ul style="list-style-type: none"> • Data is accurate and up to date. • Carer Reps receive timely advice and briefing papers on committees/advisory bodies. • Carer Reps are recruited accordingly to CACT policies and practices.

	<ul style="list-style-type: none"> Identify and share relevant research or information to Carer Reps that can assist them fulfil their role relevant to the focus of committee/advisory group. 	<ul style="list-style-type: none"> Carer Reps' feedback indicate that support provided by CACT is valued in assisting them fulfil their roles.
<p>3. Coordinate effective communication between Carer Reps, ACT Govt and the wider MH Carer population.</p>	<ul style="list-style-type: none"> In liaison with Carer Reps, determine and disseminate key policy problems arising from key committees/policy forums to the wider MH Carer community to seek input. Monitor on line chat forums and respond, report as necessary. Develop summary position papers reflecting views/perspectives of MH Carers so that Carer Reps can bring back to respective committees/advisory groups. Facilitate linkages to MH Carers particularly minority cohorts for optimal representational diversity. Facilitate linkages with MH Carers to government and sector partners at an ACT and national level as appropriate. 	<ul style="list-style-type: none"> MH Carers are provided with opportunities to comment on systemic policy issues arising from committees or other sources and have their say and influence system change. On line forums are monitored in a timely way and user guidelines are managed. Policy responses reflect the views of MH Carers including diversity of view. MH Carers are provided with opportunities to engage with sector partners and other stakeholders. Carers are actively engaged in working collaboratively with the sector and govt to find solutions to issues of concern.
<p>4. Work in collaboration with MH ACT, community MH agencies and other stakeholders to promote inter-agency collaboration in systemic advocacy development.</p>	<ul style="list-style-type: none"> Under direction from the Policy and Communications Manager, develop and nurture relationships with key sector partners and agencies and collaborate in development of cooperative policy submissions. Contribute to CACT's broader policy development based on knowledge gleaned from evidence collected from sector 	<ul style="list-style-type: none"> Evidence of collaborative engagement with sector partners. Contribution to policy development is of sound quality reflecting current issues of concern to MH Carers and current sector

	partnership and liaison with MH Carers.	trends.
5. Contribute to business planning and reporting against contract requirements.	<ul style="list-style-type: none"> • Develop and maintain an accurate and up to date database of all Carer Reps program participants. • Analyse data and develop reports against activities and contract output achievements. • Maintain a logical and accurate record of all aspects of administration of the MH program. 	<ul style="list-style-type: none"> • Database is up to date and reports generated to members of the team. • Reports demonstrate contract requirements met and program provides value for money to government. • Information is easily accessed by other team members.

KEY SELECTION CRITERIA

1. A self starter with demonstrated experience working in the community sector at a coordinator level and/or formal qualifications in the fields of social science, community services, mental health or disability.
2. Highly developed organisational and analytical skills and strong attention to detail.
3. Effective communication and interpersonal skills, competence in liaising with a wide range of stakeholders.
4. Well developed verbal and written communication skills and the ability to represent Carers ACT at a variety of forums.
5. An understanding of the issues of concern to Carers, an appreciation of their needs and a commitment to the philosophy and values of Carers ACT.
6. Sound knowledge of Microsoft Office functions including word processing, management of spreadsheets and computer database skills
7. Current Australian driver's license.

Signed: _____ Name: _____

Date: _____