



Research, Project & Learner Support Officer – NDIS Workforce Development Project (Psychosocial Capabilities)

Position Description

Date: 26 April 2019	Name of Employee:
Reports to: Director – Workforce Development and Learning	Direct Reports: Nil
Conditions: <ul style="list-style-type: none"> • Fixed Term – Part-time Contract – immediate commencement for 2 year period • 3 days / Total 22.5 hours per week – with scope to negotiate days/distribution. Some flexibility in days may be required at times. • Employment Agreement 2015-2018 – Level 4 - \$66,795.04 - \$72,665.32 per annum (38 Hours per week, pro rata 22.5 hours per week) plus 9.5% Superannuation • The position is based in Elsternwick Victoria, at Mental Health Victoria’s offices 	

MENTAL HEALTH VICTORIA

Mental Health Victoria is a not-for-profit, independent, organisation providing thought leadership and informed policy perspectives on mental health reform to ensure that people living with mental illness can access the treatment and support they need. Our membership is drawn from organisations that work within or intersect with the mental health system.

Mental Health Victoria specialises in public policy, workforce development and training, and services that build individual, organisational and community capacity. Mental Health Victoria translates best evidence into practice for the benefit of its members and their staff, consumers and communities.

Our services, resources and advocacy efforts are informed by Australian and international best practice.

Our Vision

Is to drive system reform to ensure that people receive the mental health care they need.

Our Purpose

Is to ensure that people living with a mental illness can access effective and appropriate treatment and community support to enable them to participate fully in society.

Our Values

Service - we strive to understand the needs of those we serve and deliver accordingly;

One Team - working together respectfully, valuing each other, to deliver the best outcomes for Members;

Integrity - each individual is accountable for their actions, their honesty and doing the right thing;

Courage - having the courage to deal with change - thinking boldly and finding new ways of doing things;

Achievement - pursuing personal, team and organisational excellence.

SUMMARY OF ROLE

The Research, Project and Learner Support role is part of the MHV *NDIS Workforce Development Project (Psychosocial Capabilities)* team and will provide a range of administrative, research, and communications functions to the Project. This role will also play a key role in liaising, communication and support of the range of stakeholders involved in the Project - including the members of the Project Working Group, NDIS service providers, consumers, carers and workers involved in consultation workshops, and the 400 or more learners who will undertake the learning and development modules in the second year of the project.

These functions will vary in emphasis throughout the different phases of the 2-year project; for instance, the research (desk-top audit) and consultation functions featuring more in the first six months of the project, and the learner engagement and support making up the bulk of the work in the second year of the project.

About the Project Team

The Research, Project and Learner Support Officer will work closely with the other members of the Project Team: the Director-Workforce Development & Learning, the Project Lead and Instructional Designer, and the Digital Learning project officer. Although these roles have distinct responsibilities within the project, they are interrelated and require a collaborative team approach.

Director, WDL – Project Manager; representation on the Project Control Group, liaison with funders, high level direction and oversight of the project.

Project lead/ Instructional designer – Coordination function of the project, and leading the design, writing and development of the suite of learning materials and products.

Digital learning project officer – providing expertise in digital technologies and digital learning to identify, design and build learning modules and products

About the Project

The MHV *NDIS Workforce Development Project (Psychosocial Capabilities)* aims to increase the capacity and capability of the NDIS provider market to deliver effective Recovery-Oriented NDIS Supports to participants with psychosocial disability. This will be achieved through the creation and delivery of a suite of learning and development programs specifically for Support Workers and Support Coordinators (and their supervisors) delivering NDIS Supports to participants with psychosocial disability.

The learning materials will focus on the following areas:

- Mental Health awareness/ Psychosocial Disability
- Recovery-oriented principles in the NDIS
- NDIS key concepts and principles
- Capacity building for Support Coordinators in the NDIS context
- Supervision approaches and Peer: Peer learning.

The Project builds on the success of the 2018 Pilot Project undertaken by Mental Health Victoria, 'Recovery Oriented Practice Resources for providing NDIS Psychosocial supports' which included the development of new learning materials and piloting of mobile learning with psychosocial disability support providers.

KEY RESULT AREAS (KRA's) AND ASSOCIATED TASKS/ACTIVITIES

Information gathering, and consultative processes

- Undertake research and data gathering of existing and relevant learning and development options, as well as other related external initiatives that could impact or support the project.
- Design, and administer surveys via Survey Monkey for data gathering and analysis
- Participate in the drafting of a project plans and strategies
- Plan, organise, and co-facilitate a range of consultative workshops with key stakeholders
- Create systems/ processes for the recording and managing of all data, and for analysing into key themes and useable formats.

Stakeholder support and communications

- Establish respectful and collaborative relationships with key stakeholders, including the Project Working Group and Service Providers, consumers, workers and learners.
- Develop and implement communication strategies for different phases of the Project, for engaging, informing, supporting, and consulting with stakeholders, specifically for:
 - Promotional strategies and materials to promote project to potential markets and encourage engagement of stakeholders
 - Engaging Service Providers and workers in the learner recruitment process and roll out of the Learning Programs
 - Supporting and communicating with learners throughout their engagement with the Learning Program

Administration

- Provide administrative support to the Project Working Group including liaison, taking of minutes, creating agendas, meeting reminders.

- Coordinate and set-up the Project Working Group meetings (room bookings, catering, teleconferencing etc.)
- Coordinate the registration process and ongoing administration for learning programs in the Implementation phase of the project.
- Provide general administrative support to the project team as required.

Teamwork

- Work collaboratively with other project team members, The Project Working Group, Stakeholders, and Mental Health Victoria staff
- Actively engage in planning and evaluation processes as part of the Project team
 - Attendance and participation in MHV staff meetings

General responsibilities

- Positively represent Mental Health Victoria and the project at all times
- Develop and maintain a culture that consistently represents Mental Health Victoria's values
- Provide a client-friendly service that caters for, and delivers on, community and sector needs and ensures the delivery of quality customer service
- Abide by Mental Health Victoria's Code of Conduct Agreement
- Adhere to Mental Health Victoria's policy and procedures & workplace/industry requirements
- Ensure compliance with all Commonwealth & State legislative requirements governing the Mental Health Victoria's (including but not limited to EEO, Anti-discrimination, WHS, VET)
- Be involved in evaluations of performance as an ongoing part of continuous improvement
- Seek assistance from relevant Mental Health Victoria staff as required
- Use equipment provided in a professional manner
- Ensure travel and other related project expenses are clearly documented and acquitted, and work with the project manager to ensure they are within budget
- Promote the project and profile of Mental Health Victoria to the sector and other relevant parties □
Other duties as directed.

OTHER REQUIREMENTS

Travel: This position may require occasional travel throughout Victoria, often by car (supplied) to conduct consultative workshops. This may involve the need for overnight accommodation in regional Victoria.

AUTHORITY:

This position will work with a fair degree of autonomy within the defined work plan and objectives.

Work is undertaken in close collaboration with the Senior Workforce Project Officer, who is available to provide both assistance in complex problem solving and also work plan interpretation and approach/solution development.

KEY SELECTION CRITERIA

Essential

- Skills in facilitating consultation processes, and recording and analysing stakeholders' feedback
- Skills in researching and data gathering (desk-top audits, Survey Monkey), recording and analysing information
- Strong interpersonal, communication and network development skills
- Well-developed written communication skills; in particular creating promotional materials, and report writing
- Strong organisational and administrative skills
- Understanding of and commitment to working collaboratively with diverse stakeholders
Experience working both independently as well as part of a team
- Relevant tertiary qualifications / Experience working in the non-government organisations sector
- Well-developed skills in using technology, and proficiency in using Microsoft Office, PowerPoint, and Outlook

Desirable

- Knowledge of mental health, mental health recovery, and psychosocial disability
- Knowledge of the National Disability Insurance Scheme (NDIS)
- A current Victorian Driver's License.