

## Position description

<b>Position</b>	Project Officer   Lived Experience Networks		
<b>Purpose</b>	As part of the broader MHAOD team, primarily build the capacity of PHNs to engage with people with a lived experience and peer workers in mental health, alcohol and other drug commissioned work and support Brisbane North PHN's work in lived experience engagement networks.		
<b>Approval date</b>	1 February 2024	<b>Approved by</b>	Caroline Radowski

### Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km<sup>2</sup> of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region
- An accountable, high performing organisation.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

### Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.



### **Role-specific**

- provide project and secretariat support and facilitate regional and/or national lived experience engagement networks
- prepare communications for the Networks, including regular email newsletters, updating websites, maintaining contact databases, document collation and review
- deliver a range of lived experience engagement projects, as per 'Planning for Wellbeing' and the MHLEEN work plan, including event coordination
- provide extensive and high quality administrative and project support , including to the broader MHAOD team
- contribute to the development of the PHN's Lived Experience framework and strategy
- develop and deliver various national and/ or regional engagement opportunities, including national and/ or regional networks, e-panel and training and development
- communicate with other PHNs and related organisations to keep abreast of best practice and opportunities for collaborative work
- represent the organisation on relevant committees, advisory groups and events as they relate to the role and organisational objectives

### **General**

- Regularly attend team and staff meetings
- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- Communicate effectively and respectfully with all members of the organisation and external stakeholders
- Record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- Comply with reporting requirements as directed by your manager
- Deal with sensitive information in a confidential and professional manner
- Complete other reasonable duties and projects as required to meet organisational objectives

## **Reporting relationships**

### **Relationships**

Reports to: Manager | Priority Communities

Direct reports: None

### **Level of delegation**

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

## **Key selection criteria**

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

### **Qualifications and experience**

- experience in supporting the engagement of people with a lived experience in service planning, delivery and evaluation at a national and/ or regional level and involving multiple stakeholders

- lived experience expertise in mental illness and recovery personally, or of caring for someone with a mental illness is highly desirable
- qualifications/ demonstrated experience in a range of administrative and project support including project planning, coordination, organising meetings, communications and report writing
- intermediate to advanced skills in Microsoft Word, Outlook, Excel and PowerPoint
- exemplary phone and customer service skills, including experience dealing with confidential and sensitive information in a professional manner
- knowledge of the primary healthcare industry and mental health service provision, or ability to acquire that knowledge quickly

### **Capabilities**

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

### **Other**

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between workplaces. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

This role is exposed to information around mental health, suicide, alcohol and other drugs. Brisbane North PHN is committed to creating a safe work environment and you will be required to participate in psychosocial safety risk assessments and safety planning.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)