



## Position Description

<b>Position Title:</b>	Consumer Register Project Officer
<b>Reports to:</b>	Community Liaison Manager
<b>Department:</b>	Community Engagement
<b>Position Type:</b>	0.6 FTE Contract Finishes Jan 2021
<b>Classification:</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010</b> Community Development Worker SCHADS Level 4

### About VMIAC

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health or emotional issues. VMIAC provides individual, group and systemic information and advocacy along with specialist peer support, research and evaluation, education and training.

Our vision is a world where all mental health consumers stand proud, live a life with choices honoured, rights upheld, and these principles are embedded in all aspects of society.

[www.vmiac.org.au](http://www.vmiac.org.au)

### Position overview

The principle objective of this role is to respond to enquiries to VMIAC's Consumer Register, coordinating various aspects of engagement requests, including: ensuring the Consumer Register database is up to date, liaising with DHHS staff to ensure requests are filled in an appropriate and timely manner, and following up with payment processes.

### Support and development

VMIAC will provide regular supervision and mentoring to the person in this role. All VMIAC roles include training and development opportunities, which can include the development of leadership and other required skills and attendance at conferences.

## Working Relationships

Internal	External
CEO	Consumers and consumer groups
Community Liaison Manager	Mental Health Services – Clinical and Community
Policy and Communications Team	
Finance	Department of Health and Human Services
Team VMIAC	

## Specific Responsibilities

- Maintain consumer register database.
- Maintain records of consumer register participant's training and payment
- Liaise with DHHS and other organisations to organise consumer register forums and other participation activities.
- Provide support to Consumer Register participants pre and post engagement as directed
- Other Consumer Register administration tasks

### Consumer Register Coordination

In consultation with the Consumer Liaison Manager:

- Support recruitment, selection and management of a register of consumers to represent VMIAC and the consumer experience at a variety of forums and events.
- Maintain records of appropriate training and development of register participants.
- Respond quickly and efficiently to Consumer Register enquiries and requests, providing information and support to ensure that the most appropriate participant is scheduled for the request.
- Work with the communications team to ensure that Consumer Register opportunities are promoted and well attended
- Work with the finance manager to coordinate payment of register members.
- Ensure that Consumer Register members are properly prepared for their engagement, receiving all materials and other necessary resource including briefing and debriefing where necessary.

### Administration

- Document and record all contacts and engagements of the VMIAC database inline with record keeping requirements and privacy and confidentiality standards.
- Other administration duties as directed

## **Teamwork and Communication**

- Work alongside VMIAC’s Consumer Liaison Manager to ensure that consumer register participants are provided with the right resources and guidance to actively fulfil their roles.
- Work collaboratively as required with other members of the VMIAC team including attending and contributing to scheduled meetings.
- Embrace the Code of Conduct working to create a safe, supportive and happy workplace.
- Actively contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace; raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers and visitors;
- Complete tasks as assigned and requested by management.

<b>Key Result Areas</b>	<b>Key Performance Indicators</b>
Consumer Register Database	<ul style="list-style-type: none"> <li>• All register members information is on the database and is up to date.</li> <li>• Ensure new recruits are inducted and have received relevant training</li> </ul>
Register Requests	<ul style="list-style-type: none"> <li>• Respond to all register enquiries in timely and professional manner, ensuring the right member is selected for the role</li> <li>• Ensure that all payment is processed in a timely manner</li> <li>• Provide briefing and/or debriefing to register participants</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Develop a system of recording register interactions, training schedules and other requirements as necessary</li> <li>• Write engaging promotional material for upcoming register activities</li> </ul>
Teamwork and Communication	<ul style="list-style-type: none"> <li>• Actively participate in all team meetings and professionally communicate with other staff and external stakeholders</li> </ul>

## **Key Selection Criteria:**

1. A lived experience of mental health issues is essential for this role.
2. Solid experience in database management and/or volunteer coordination.
3. Sound understanding of the mental health and community service system.
4. Ability to work independently and unsupervised when required.
5. Strong communication and interpersonal skills with skills and experience in working with diversity including Aboriginal and Torres Strait Islander, LGBTI+, CALD communities.
6. A demonstrated ability to connect and collaborate with a wide range of stakeholders including Carers, families, mental health services, disability supports, homeless support services and mainstream services.
7. Understanding and experience of consumer engagement principals
8. Experience in brief or debriefing individuals and/or volunteer or staff recruitment.
9. Skills in developing promotional material or community engagement copy.
10. Skills in using video and/or teleconference platforms for community engagement
11. Tertiary education in community services, community development or other relevant areas or an equivalent combination of experience, education or training.
12. Strong organisation skills with ability to effectively plan and prioritise to work to meet objectives.
13. Sound analytical skills with the ability to review and solve problems as they arise.
14. Intermediate skills and competence in Microsoft Office
15. A current Victorian driver's licence
16. Police and Working with Children checks are requirements

**Equipment:**

Use of company vehicle where necessary for business purposes.

**Special Conditions:**

- Regional, rural and metropolitan travel is required to meet with consumers, service providers and agencies.
- Interstate travel and overnight stay outside locality may be required on occasions.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_