

# Position Description

## Position details

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<b>Position title</b>	Project Coordinator, Services and Programs
<b>Site</b>	SANE Australia – Melbourne Office – Southbank Victoria 3006 Australia
<b>Team/department</b>	Services and Programs
<b>Employment status</b>	Full-time
<b>Employment type</b>	Fixed Term Contract to 30 June 2020
<b>Start date</b>	Immediate

## Reporting relationships

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**Reports to** Clinical Director, Services and Programs

**Review managed by** Clinical Director, Services and Programs

## Position purpose

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**Background** **About SANE Australia and the Anne Deveson Research Centre**  
SANE Australia is a national mental health organisation working to promote the wellbeing of the four million Australians affected by complex mental illness, including schizophrenia, bipolar, personality disorders, eating disorders, PTSD, and severe and enduring mood and anxiety disorders.

Our Vision: An Australia where everyone affected by mental illness lives a long and fulfilling life

Our Mission: Promoting the wellbeing of people affected by complex mental illness

Our Values: Respect - Responsibility - Innovation - Collaboration - Celebration

### **About SANE Australia's Services and Programs**

SANE's work includes mental health awareness, online peer support and information, stigma reduction, specialist helpline support, research and advocacy. The specific projects relevant to this role include:

- 360 Degree Help Centre Project

The aim of this project is to reduce stigma and barriers to care for young adults affected by complex mental illness, thereby promoting help-seeking and early access to treatment amongst this cohort. In addition to inhibiting help-seeking and treatment adherence, stigma and discrimination are also known to adversely impact wellbeing in terms of worsening psychological

distress, limiting of personal relationships, as well as reductions in the ability to achieve educational and vocational goals (Wells *et al.*, 1994; Link *et al.*, 1997; Corrigan, 2004).

- Better Off with You (BOWY) Project

Funded by the Australian Government Department of Health as part of the National Suicide Prevention Activities Program, Better Off With You (BOWY) is a targeted suicide awareness campaign pilot utilising personal stories of individuals who have survived suicide attempts to change the attitudes and behaviours of people contemplating suicide. Commencing in October 2018 for a 12-month project period, *Better Off With You* will be piloted in partnership with three Primary Health Networks (PHNs), in the regions of Western Victoria, North Queensland and Sydney North.

Position Purpose

The Project Coordinator is responsible for providing project and administrative support to a range of initiatives designed to reduce stigma and discrimination and promote better outcomes for people living with complex mental illness.

We're looking for a pro-active all-rounder to provide support to a busy team including project coordination, administrative and secretariat support, complex diary management, and meeting and travel coordination including arrangements for presentations, community consultation and speaking engagements.

## Accountabilities and key performance indicators (KPIs)

Accountability	
360 Degree Help Centre Project and the Better Off with You (BOWY) Project	<ul style="list-style-type: none"> <li>• Coordinate timelines and activities related to the 360 Degree Help Centre and BOWY projects</li> <li>• Managing communications with key internal and external stakeholders regarding the initiative, including supporting Project Leads to ensure program deliverables are running to schedule</li> <li>• Coordinating logistics related the projects including research activities, stakeholder consultations/briefings, communications collateral development and launch events</li> <li>• Assisting with the resolution of queries and issues regarding the projects</li> <li>• Planning and coordinating all meetings and advisory groups related to the projects and ensure all documentation and event requirements are provided to a high standard</li> <li>• Taking minutes and oversee associated actions from those meetings using the internal project management system (ASANA)</li> <li>• Utilising skills and attention to detail to ensure tasks are completed to the highest possible standard</li> <li>• Support the collection and collation of relevant data to support the status reports and deliverables required by the funders.</li> <li>• Other activities as requested by the Clinical Director and Head of Policy and Engagement</li> </ul>

<b>Accountability</b>	
Forums Projects	<ul style="list-style-type: none"> <li>• Support the maintenance of relevant documentation related to the forums to ensure they remain up to date and regularly reviewed; including moderation policies and procedures manual, actions from the IT security audit, contract agreements and MOUs</li> <li>• Ensure that service improvements arising from the 360 degree Help Centre and the BOWY projects are integrated</li> <li>• Perform standard word processing, prepare spreadsheets, and presentations in line with the SANE Australia Style Guidelines</li> </ul>
Support for Services and Programs	<ul style="list-style-type: none"> <li>• Provide administrative support to the Services and Programs team including arranging meetings, workshops, proof reading, presentations and travel as required associated with all projects/ engagements that relate to the Services and Programs area</li> <li>• Prepare briefing notes and compile background reading to support engagement activities</li> <li>• Manage and maintain accurate records of stakeholder relationships and communications</li> </ul>
People & Culture	<ul style="list-style-type: none"> <li>• Embrace the SANE Australia values in everything you do</li> <li>• Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.</li> <li>• Value the strengths of team members, partners and supporters, contributing to an environment where all strengths are valued.</li> </ul>

## Position dimensions

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### Direct reports

None

## Key internal and external stakeholders

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### Stakeholder

#### *External stakeholders*

People affected by complex mental illness

Philanthropic Funders

Government Departments

Non-Government Organisations and Service Providers, including Primary Health Networks

Lived experience networks and community groups

#### *Internal Stakeholders*

CEO, SANE Australia

Deputy CEO, SANE Australia and Director, Anne Deveson Research Centre

Clinical Director, Services and Programs, SANE Australia.

Head of Policy and Engagement

Head of Research and Evaluation

SANE Australia Operations, Development, Service Delivery, Digital and Communications Teams

SANE Peer Ambassadors

## Selection criteria

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## Qualifications

- Essential – Undergraduate degree
- Desired – Project management training

## Experience

- 3+ years previous experience in a similar role and/or a similar non-profit environment
- Previous experience in high-level administration and proactive office management.
- Experience in roles requiring strong attention to detail and ability to manage competing demands.
- Experience building and maintaining positive relationships with key stakeholders.
- Demonstrated service skills as the friendly and knowledgeable first point of contact for incoming calls and enquiries.
- Demonstrated experience and proficiency in the effective use of computer applications (e.g. MS Word, MS Excel, PowerPoint, etc.)

## Capabilities

- A commitment to reducing stigma and discrimination and promoting social outcomes for people affected by complex mental illness
- An understanding of the role of multidisciplinary research in driving social change
- Commitment to meaningfully involving with people affected by complex mental illness
- Ability to efficiently coordinate the administrative activities of a busy team, demonstrating a high capacity for flexible adjustment to task scheduling and time management with a can-do attitude.
- Ability to communicate effectively to a diverse group of key stakeholders.
- Outcomes-focused – has a strong sense of accountability for delivering results, driven to deliver quality work within budgets and deadlines
- Adaptable and flexible – is comfortable dealing with ambiguity, handling risk and implementing change; can shift gears comfortably
- Intellectually curious – demonstrates a commitment to ongoing learning and development with a growth mindset that is applied practically in terms of continuous improvement and innovation
- Demonstrates reflective work practices and is receptive to 360° feedback

## How to Apply

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To apply, please send a cover letter, a statement against the key selection criteria (Qualification and Experience only above) and a copy of your resume to [hr@sane.org](mailto:hr@sane.org).

Please send your applications in quickly, as we are reviewing as received. Interviews will be held as soon as possible.

Enquiries can be directed to:  
Sophie Barrett  
Clinical Director – Services and Programs, SANE Australia  
[Sophie.Barrett@sane.org](mailto:Sophie.Barrett@sane.org)