Position Description

Position details

<table>
<thead>
<tr>
<th>Position title</th>
<th>Online Peer Support Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site</td>
<td>South Melbourne, VIC</td>
</tr>
<tr>
<td>Team/department</td>
<td>Research, Policy and Programs</td>
</tr>
<tr>
<td>Employment status</td>
<td>Full time</td>
</tr>
<tr>
<td>How many hours?</td>
<td>38</td>
</tr>
<tr>
<td>Employment type</td>
<td>Maximum term contract to June 30, 2021</td>
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Reporting relationships

<table>
<thead>
<tr>
<th>Reports to</th>
<th>Sophie Potter – Online Community Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review managed by</td>
<td>Sophie Potter – Online Community Lead</td>
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Position purpose

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. We do this through initiatives that aim to provide Better Support, Stronger Connections, Less Discrimination and Longer Lives for people impacted by complex mental illness.

Everything we do is underpinned by robust and rigorous research, supported by SANE’s Anne Deveson Research Centre.

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

The SANE Forums provide online peer support for people living with mental illness or related mental health issues, and for family, friends and other carers.

The Online Peer Support Coordinator promotes SANE’s mission by working alongside the Online Forums team to ensure they are a safe, productive and thriving and the wellbeing of Forum members improves from having online connections and shared experiences.

While the preference for this role is 11am - 7pm, Mon-Fri, there is flexibility for some days if needed. This is to be negotiated during recruitment.

From time to time, this role involves working flexible hours, including some evenings and domestic travel.
*This role was previously advertised as Online Community Engagement Coordinator. Previous applicants need not apply*

## Accountabilities

<table>
<thead>
<tr>
<th>Accountability</th>
<th>KPIs</th>
</tr>
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| **Online Community Engagement**       | - Develop and deliver engaging online forum events  
- Facilitate and encourage relationships and conversation between members, based on peer support principles  
- Ensure all discussions have responses from peers  
- Liaise with members to ensure they are using the Forums appropriately and constructively and are adhering to the community guidelines  
- Effectively manage conflict between members  
- Work with SANE Forums partner organisations to integrate their expertise into SANE Forums  
- Coordinate moderation with the Help Centre, including feedback, support and training for moderators  
- Support moderation team through complex decisions  
- Maintain protocols and disseminate information and update team on critical matters  
- Assist moderators in responding to duty of care matters when required  
- Moderate the Forums when required                                                                                   |
| **Online Community Development and Planning** | - Contribute to the development and execution of SANE Forums Community Engagement Plan  
- Assist in identifying the changing needs of the community, using online community management principles including community life cycle  
- Contribute to review of Forum policy and procedures, including community guidelines,  
- Contribute to the development and delivery of an activity and content calendar / community building schedule  
- Monitor community sentiment and emerging themes surrounding users experiences of mental health and help-seeking                                                                 |
| **Communications**                    | - Work collaboratively with the remote team  
- Assist with the promotion of content and forum events within the online community (eg: Forum posts, promotional banners)  
- Assist with the development of promotional content about the forums for an external audience (eg: newsletters, liaising with social team)  
- Assist in the production of regular updates and forum round-ups for internal and external stakeholders  
- Work with the Content Team to integrate SANE website content and campaigns with SANE Forums content and events |
Accountability

KPIs

People & Culture

• Uphold and work within the SANE Values & Behaviours listed on sane.org and agreed to by all SANE employees

Position dimensions

Key internal and external stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Purpose of communication</th>
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<tbody>
<tr>
<td>Forum moderators &amp; Help Centre Manager</td>
<td>Support, training and feedback on moderator tasks</td>
</tr>
<tr>
<td>Online Community Engagement Coordinator (Sydney)</td>
<td>To collaborate and share responsibilities</td>
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<tr>
<td>Online Community Lead</td>
<td>To plan deliverables, prioritise, reporting</td>
</tr>
<tr>
<td>Deputy CEO</td>
<td>Kept informed as needed</td>
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Selection criteria

Qualifications

• Preferred: Degree or equivalent in public health, psychology, community development or a related field

Experience

• Experience working with people with a lived experience of mental illness and their carers (on or offline)
• Experience working with or being an active member of an online community
• Demonstrated experience in time management
• Demonstrated experience in working independently and/or within a remote team
• Knowledge of online community development
• Desirable – Completed ASIST training
• Desirable – Experience delivering peer support programs
• Desirable – Experience working with Lithium Forum platform

Capabilities

• Demonstrated interest and ability to work collaboratively with people impacted by mental illness
• A deep commitment to the health and well-being of our target users
• An understanding of the benefits and role peer support plays in improving mental health
• From time to time have the ability to work outside of business hours to deliver Forum events and support moderators
• Excellent online and offline communication skills
Commitment to SANE Australia’s values

How to apply

Send your CV and a cover letter responding to the Qualifications and Experience to hr@sane.org
Get your application in quickly. All applications will be reviewed and followed up as we receive them.