

Position Description

The Role

Title:	Lived Experience Program Manager
Purpose Statement:	Lead, design, and implement the SANE Lived Experience Engagement Strategy (including the flagship Peer Ambassador program), which aims to guide systematic engagement with SANE's lived experience communities, as well as ensuring the voice of lived experience informs all of SANE's work.
Team:	Communications and Engagement
Reports to:	Head of Partnerships and Lived Experience
Staff Reporting to:	NIL
Location:	Melbourne
Employment Status:	Contract until 30 June 2023

Key Functions:

- Apply co-design and co-production methodologies to lead work to develop SANE's Lived Experience Engagement Strategy to align with SANE's strategic long-term vision for 2030 and map out a forward plan that aligns with SANE's 3-year strategic plan.
- Work with the Head of Partnerships and Lived Experience to ensure that the Strategy explores longer-term opportunities for SANE to engage with our lived experience communities in a systematic way.
- Advise SANE on opportunities for growing the reach and impact of the SANE Peer Ambassador program and other engagement with our lived experience communities, including contributing to writing funding applications.
- Work with colleagues across SANE to ensure that people affected by complex mental health issues are purposely and meaningfully engaged in designing, delivering and evaluating SANE's work and to be involved at all levels of the organisation.
- Develop and proactively maintain policies and procedures to ensure that SANE Australia continues to work effectively and appropriately with people affected by complex mental health issues.
- Build the capacity of staff and SANE partners to support processes and practices to engage people affected by complex mental health issues including using co-design and co-production methodologies.
- Foster and maintain relevant strategic relationships in the mental health sector, including contributing to the Lived Experience Engagement Network, to ensure SANE's Peer Ambassador engagement follows best practice and current trends
- Ensure SANE's lived experience engagement meets the needs of diverse groups of people affected by complex mental health issues including priority populations such as men, LGBTIQ+ people and those from culturally and linguistically diverse backgrounds and design

specific approaches to engage communities who are currently under-represented in the program.

- Identify, recruit and support people affected by complex mental health issues to engage as Peer Ambassadors, including ensuring participants are adequately trained and supported to contribute to the program
- Maintain an accurate and up-to-date database including records of participant's contact details, biographies, photos and involvement in the activity register, including maintaining compliance in relation to information security standards and relevant compliance frameworks.
- Escalate risks and issues according to SANE's internal risk management protocols
- Communicate to participants about the program, relevant developments at SANE and more broadly in the mental health sector and foster a sense of support and connection between program participants
- Manage all Peer Ambassador engagements, in consultation with relevant stakeholders, including preparing training materials to support participant activity
- Deliver conference and other presentations to promote the SANE Peer Ambassador Program

Quality and Safety

- Create, maintain, and foster a safe and mentally healthy workplace at all times.
- Maintain compliance in relation to financial standards and relevant compliance requirements.

People and Culture

- Embrace the SANE Australia values in everything you do.
- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.
- Value the strengths of team members, partners and supporters, and contributing to an environment where all strengths are valued.
- Adhere to SANE's policies and procedures.

Essential Requirements – Key Selection Criteria

- A strong understanding of complex mental health issues, the importance of the recovery paradigm and understanding of the principles and techniques of the involvement of people with lived experience of mental health issues in participatory and co-design and coproduction activities to inform organisational program development, service delivery, policy and advocacy
- Extensive experience working with people with lived experience of mental health issues, including carers applying a trauma-informed approach including ability to identify people with lived experience who may be at risk of harm and respond appropriately within duty of care policies and procedures
- Ability to support people with lived experience of mental health issues to engage in a range of organisational and public-facing activities (including media and communications opportunities and presentations)

Desirable experience

- Experience facilitating training and/or mentoring people with lived experience of mental health issues to support personal strengths and growth would be beneficial
- Ability to support business development activities such as drafting applications for grants and tenders and demonstrated success in securing funding through grants and tenders

- Experience in design and development of programs or services focussed on supporting people with lived experience of complex mental health issues, including experience in applying project management principles and processes

Qualifications

- A Diploma in Mental Health or Certificate IV in Peer Work with 3-5 years additional relevant experience in program delivery
OR
- A tertiary qualification in mental health, social science, psychology, health promotion, education or a related discipline with 3-5 years additional relevant experience in program delivery
- Currently hold (or willing to obtain) Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), or other mental health certification.