

Job Description



Position:	Full time Project Officer July 2020 – June 2021
Responsible to:	CEO via LD Manager
Responsible for:	Project Support across various projects

The Project

MHCC has received funding for two projects that require a Project Officer to provide support to the relevant Project Manager. The position will work across both projects as well as providing general support to the Mental Health Coordinating Council Learning and Development team.

The first project is funded by the NDIS Quality and Safeguards Commission's Support for NDIS Providers Program to deliver the "Embracing Change: Applying the Practice Standards in Psychosocial Disability Services" project. The project objectives include:

- Assisting NDIS providers that provide support to people with psychosocial disability to understand their practice standards registration obligations and comply with them
- To assist NDIS providers to demonstrate capacity to provide quality support and service provision to NDIS participants with a psychosocial disability
- To achieve an increase in the proportion of NDIS providers actively participating in the market.

The second project is funded by the Ministry of Health (NSW Branch) to work in collaboration with Community Housing Industry Association of NSW (CHIA), to develop and deliver a training program to frontline community housing support staff.

Position objective

The Project Officer will have three key responsibilities.

- 1) **Project support:** Support the Project Manager/s to successfully meet project milestones and deliverables through strong project administration and communication.
- 2) **Build and maintain relationships:** Build respectful and collaborative relationships with project stakeholders and ensure recovery and trauma-informed approaches are used in all interactions.
- 3) **Co-ordinate project workshops and events:** In collaboration with the Project Manager/s and other project staff to plan, promote and provide support for the delivery of project consultations, workshops/ trainings and other events.

The position requires a motivated person with excellent organisation and communication skills. They need to be able to work both independently and as part of a team, as well as have the ability to build and maintain relationships.

Project support/ administration

- Support the implementation and tracking of the project Activity Work Plans and work with the Project Manager/s to ensure project timelines, milestones and deliverables are met
- Ensure relevant project activities are complete by due date to contribute to successful delivery of project
- Report back on the progress of project activities in regular team meetings
- Work with the Project Manager/s to identify and manage any project risks and issues
- Support the Project Manager/s to prepare reports and other relevant documentation including accountability reports to funding bodies.
- In collaboration with the Project Manager/s, liaise with, and co-ordinate, project stakeholders
- Prepare for, attend and document all relevant project and stakeholder meetings (i.e. prepare agenda's, meeting minutes and other required documentation)
- Consult with other project or MHCC staff as required
- In collaboration with the Project Manager/s, source quotes and manage invoices
- Ensure contact details and other relevant information of stakeholders and workshop participants are collected and stored as per project requirements and in compliance of personal data and privacy regulations
- Ensure a timely response to telephone, oral and written enquiries or requests from other MHCC staff and stakeholders in relation to activities delivered as part of the project

Manage stakeholder communications

- Support the Project Manager/s to develop respectful and collaborative relationships with stakeholders, individuals, the general community as well as mainstream public, primary health care and mental health service providers around the project
- Be the key contact person for all project related enquiries and ensure enquiries are responded to in a timely fashion
- Work collaboratively with MHCC and key project partners to ensure project activities are delivered within the identified timeframes

Training and events

- Oversee the promotion of training and events
- In collaboration with the Project Manager/s identify and recruit participants to be involved in stakeholder project workshops and events
- Organise event travel, accommodation, catering and other event logistics as required

Teamwork

- Work collaboratively with MHCC staff and other stakeholders
- Actively engage with other team members in continuous improvement of the project
- Be a liaison between MHCC and partner organisations to ensure clear communication and a strong collaborative approach to the project

General responsibilities

- Ensure all activities conducted, recognise and reflect:
 - Recovery oriented practice
 - Trauma-informed care
 - Industry knowledge and experience.
- Positively represent MHCC and the project at all times
- Develop and maintain a culture that consistently represents MHCC's values
- Provide a client-friendly service that caters for, and delivers on, community and sector needs and ensures the delivery of quality customer service
- Abide by MHCC's Code of Conduct Agreement
- Adhere to MHCC's policy and procedures & workplace/industry requirements
- Ensure compliance with all Commonwealth & State legislative requirements governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, WHS, VET)
- Be involved in evaluations of performance as an ongoing part of continuous improvement
- Seek assistance from relevant MHCC staff as required
- Use equipment provided in a professional manner
- Other duties as directed.

Selection Criteria

Essential Criteria

- Strong organisational and administrative skills, good attention to detail
- Previous project support experience
- Self-motivated with the ability to work both independently as well as part of a team

Desirable criteria

- Understanding/awareness of current mental health issues
- Knowledge or experience of the NDIS
- Valid driver's licence