

Practice Manager (Part Time) – ACDC Project

Position Description, September 2020

Community Mental Health Australia (CMHA) is seeking a Practice Manager for the new national Assisting Communities through Direct Connection (ACDC) Project. This role is intended to be either three or four days a week.

About CMHA

CMHA is a coalition of eight peak community mental health organisations from each State and Territory and was established to provide leadership and direction to promote the importance and benefits of community mental health and recovery services across Australia.

CMHA provides a unified voice for over 800 community-based, non-government organisations who work with mental health consumers and carers across the nation and who are members of, or affiliated with, the various coalition members.

The mission of CMHA is to advocate for a viable and sustainable community managed mental health sector and to promote the value and outcomes delivered by community managed mental health services based on a philosophy of recovery and social inclusion. CMHA is managed by the Chief Executive Officer and a Board of members. Further information is available at: <https://cmha.org.au>

The ACDC Project

The Assisting Communities through Direct Connection Project (ACDC Project) is a new initiative, with CMHA which builds innovative ways to increase the independence, social and community participation of people who live with a psychosocial disability who are not accessing services.

This is a project will run in all Australian states and territories. People Connectors will conduct safe door to door proactive outreach, will explain the project and the information products to responders, and will support people to take initial steps to assess social and emotional wellbeing support.

The project will report on the prevalence across selected Australian communities (ACDC sites) of people who have unmet social and emotional support needs, and people will be offered information and assistance to take steps to connect with services from which they are able to access support.

Practice Manager

The Practice Manager - ACDC Project will:

1. Work closely with Partnership and Engagement Managers, Local Reference Groups, Project Working Groups, and other stakeholders, to co-design training and materials for the ACDC Project.
2. Deliver training for People Connectors
3. Lead the continuous improvement of the ACDC door knocking process.
4. Collaborate with members of the ACDC Team to assist in all areas of the project implementation and evaluation.

Position Description

Title	Practice Manager (Part Time) - ACDC Project
Contract length	Closed period to November 30 th , 2022
Reports to	ACDC Project Manager
Qualifications	Certificate IV in Training and Assessment Qualifications in relevant discipline, e.g. health or mental health, education and training, or equivalent professional experience
Essential Experience	A minimum of 5 years' experience in health or mental health education and training, developing educational materials and engagement processes, including online.
Desirable	Demonstrated experience, knowledge and understanding of contemporary issues in mental health services and the mental health community sector in Australia A personal lived or living experience of accessing support for needs related to social and emotional distress.
Conditions and hours	Attractive salary package with a standard employment contract including a 6-month probationary period. This role is intended to be either three or four days a week, and flexible working arrangements are offered.
Location	CMHA is currently based at Gordon in North Sydney and may relocate to a more central location. Flexible working, including work from home arrangements are offered. Some interstate travel will be required.

Role Outcomes

1. An innovative and accessible national training program is designed and delivered
2. Training materials and evaluation are finalised by the end of the project
3. A variety of education materials are co-designed and developed in consultation with stakeholder groups, this includes the training program and online access to resources, surveys, and evaluation of the training.
4. ACDC People Connectors in each of 24 locations across all States and Territories are trained and confident in successful and safe door to door engagement
5. The quality improvement cycle for training and materials is effective and inclusive of feedback from all stakeholder groups throughout the life of the project
6. Collaboration with the ACDC Team and stakeholders including researchers and evaluators enables the effective design, implementation and evaluation of the ACDC project.

Responsibilities

1. Work closely with Partnership and Engagement Managers, Local Reference Groups, Project Working Groups, and other stakeholders, to co-design training and materials for the ACDC Project.

- Work with the ACDC project team to develop the Door Knocking Guidelines manual.
- Develop a competency-based training course for People Connectors, which is inclusive of the dissemination of information products, the conducting of the ACDC survey, and support to make referrals where needed.
- Develop an online training course (external resources for this are available).
- Develop video resources to demonstrate the ACDC door knocking process (external resources for this are available).

2. Training for People Connectors

- Deliver and facilitate training for People Connectors at each site over the three rounds of the Project.
- Assess People Connectors completion of the training program.
- Support People Connectors with ongoing door knocking activity of the ACDC Project.

3. Lead the continuous improvement of the ACDC door knocking process.

- Establish a quality improvement cycle for training & evaluation which encompasses feedback from the ACDC Project team i.e. Manager ACDC Project, Partnerships & Engagement Managers, Project Working Groups, Local Reference Groups, People Connectors and Researchers & Evaluators.
- Review and improve training and materials throughout the duration of the Project
- Support and provide regular reports and documentation at the local and national level.

4. Collaborate with members of the ACDC Team to assist in all areas of the project implementation and evaluation.

- Develop and maintain professional standards and healthy working relationships
- Work efficiently, responsibly and harmoniously with all team members and stakeholders
- Maintain the reputation and integrity of the public face of ACDC and CMHA in all marketing, publicity or communications areas
- Understand and stay up to date with current and emerging issues in the mental health community sector.
- Ensure full engagement with people with lived experience, families and carers so activities reflect recovery-oriented practice and trauma-informed care
- Abide by the Code of Conduct Agreement and comply with all Commonwealth and State legislation.
- Ensure forward thinking, strategic planning and creativity are key factors in the growth of the ACDC Project.

Selection Criteria

Essential

1. **Qualifications.** Certificate IV in Training and Assessment, or equivalent relevant qualifications in Health/Mental Health Education.
2. **Experience.** A minimum of 5 years' experience in health or mental health education and training, developing educational materials and engagement processes, including online resources. An equivalent level of knowledge gained through any combination of education and training will be considered.
3. **Design and development of training materials.** Demonstrated experience designing high quality competency-based training and information materials
4. **Development of online materials.** Experience developing online learning experiences, information, and materials.
5. **Provision of Education or Training.** Demonstrated experience delivering training programs and assessing participants.
6. **Evaluation and Quality Improvement.** Demonstrated experience reviewing and improving educational materials using evaluation and feedback systems.
7. **Communication.** Demonstrated high level verbal and written communication skills
8. **Valuing diverse communities and contributions.** Demonstrated understanding and valuing of the contemporary roles of people with lived experience of mental illness, their families and carers in the mental health sector; the value and roles of government, the contribution of research and education, and the range of diverse services and service providers in the community

Desirable

1. **Mental Health.** Minimum of 2 years relevant Mental Health experience. Demonstrated knowledge and understanding of contemporary issues in mental health services and the mental health community sector in Australia
2. **Lived Experience.** A personal lived or living experience of accessing support for needs related to social and emotional distress.