

Position Description



Position Title:	Service Navigation
Reports to:	Corporate Services Manager
Department:	Core
Position Type:	4 days 0.8 FTE
Term	Ongoing, permanent position
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Community Development Worker SCHADS Level 4

About VMIAC

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health issues or emotional distress. We work from a rights-based perspective.

Our vision is a world where all mental health consumers stand proud, live a life with choices honoured, rights upheld, and these principles are embedded in all aspects of society.

We undertake individual, group and systemic advocacy and our work includes research and evaluation, education and training, information provision and resource development, as well as limited specialist support programs. We have a strong and continuous focus on engagement with members, and on informing and supporting them in becoming empowered and having their voices heard.

VMIAC is owned, governed, managed, and staffed by people with a lived experience. We aim to be an organisation in which the diversity of people with a lived experience can meaningfully and powerfully contribute and the employer of choice for the mental health lived experience workforce. We know that by working well together we become a true force for systems change and reshaping consumer experience. We work from a human rights perspective

www.vmiac.org.au

Position overview

To be the first point of contact for people making enquiries regarding VMIAC Services and to navigate internal and/or external services through triage and by referral. To answer all incoming calls in a professional and efficient manner, directing each call appropriately and providing a warm front of house welcome to consumers, members, volunteers, and visitors.

Manage and maintain reception inbox enquiries and direct them to the most appropriate person.

Assist with administrative duties in the office, supporting the TEAM VMIAC and be part of the corporate services team of VMIAC.

THIS IS A LIVED EXPERIENCE, CONSUMER POSITION:

Applicants must have lived experience of mental health issues and recovery or emotional distress and recovery and/or who have access mental health or other related services specially to support their mental well-being.

Applicants must consider themselves work read; be capable of reflecting on how their own lived experience interacts with that of others; and be able to contribute to the development and implementation of collaborative ways of working.

Key Responsibilities

Service Navigation and Administration

- Promptly answering incoming telephone calls, taking and relaying messages and directing to the appropriate VMIAC team member.
- Warmly greeting members, consumers, and visitors to VMIAC and directing them to the appropriate VMIAC team member.
- Maintaining current knowledge of the whereabouts of VMIAC team members and maintaining thorough sign-out/sign-in procedures for members, consumers, visitors, volunteers and VMIAC team members
- Developing and maintaining a filing system accessible as appropriate by other VMIAC team members.
- Writing and distributing emails, correspondence, memos, letters, and forms
- Documenting and recording all contacts and engagements of the VMIAC database in line with record keeping requirements and privacy and confidentiality standards
- Maintaining contact lists
- Responding to enquiries or requests from members, consumers, and visitors to VMIAC.
- Keeping a professional and tidy reception area, stocked with current information
- Maintain office supplies as required
- Other administration duties as directed

Teamwork and Communication

- Work collaboratively as required with other members of the VMIAC team including attending and contributing to scheduled meetings
- Embrace the Code of Conduct - working to create a safe, supportive and happy workplace
- Actively contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace; raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers and visitors
- Complete tasks as assigned and requested by management

Summary of Key Result Areas

Key Result Areas	Key Performance Indicators
Service Navigation	<ul style="list-style-type: none">• Assist consumers who contact the organisation to make sure they are directed to the services (internal and/or external) that best suit their needs• Keep accurate records through the appropriate channels (VMIAC database etc)
Other Administration	<ul style="list-style-type: none">• Answer phone, email and in person enquiries

Teamwork and Communication	<ul style="list-style-type: none"> • Actively participate in all team meetings and professionally communicate with other staff and external stakeholders • Maintain open communication and active support in achieving shared goals
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Essential Qualifications, experience, knowledge and registration

Essential licence, qualification or registration requirements

- Current Police Check and Working with Children Check
- A lived experience of mental health issues, emotional distress and/or recovery
- Tertiary education in administration, community services, community development or other relevant areas or an equivalent combination of experience, education or training

Key Selection Criteria (to be addressed in application)

- Sound understanding of the mental health and community service system
- Experience in answering phones and navigating difficult topics and conversations succinctly to ensure appropriate directing of calls.
- Solid experience in database management
- Sound verbal communications skills and professional presentation
- Ability to work independently and unsupervised when required
- Strong communication and interpersonal skills with skills and experience in working with diversity including Aboriginal and Torres Strait Islander, LGBTI+, CALD communities.
- A demonstrated ability to connect and collaborate with a wide range of stakeholders including carers, families, mental health services, disability supports, homeless supportservices and mainstream services.
- Understanding and experience of consumer engagement principles.
- Experience in briefing individuals, e.g., succinctly, and efficiently passing on details of a call
- Strong organisation skills with ability to effectively plan and prioritise to work to meet objectives
- Sound analytical skills with the ability to review and solve problems as they arise
- Intermediate to advanced skills and competence in Microsoft Office
- Organised with effective prioritisation and planning of work, to meet deadlines
- Strong written communication and administration skills meeting reporting requirements
- Demonstrates a strong commitment to social justice and social inclusion

Desirable

- First Aid Training

Special Conditions

- Use of company vehicle for business purposes.
- Use of company laptop and mobile phone as required.

References and checks, probationary period

- Preferred candidates are required to complete and/or provide Police and Working with Children checks prior to final confirmation and commencement of employment.
- Referees are required and will be contacted for short listed applicants
- This role is subject to a probationary period of six months.

Support and development

VMIAC will provide regular supervision and mentoring to the person in this role. All VMIAC roles include training and development opportunities, which can include the development of leadership and other required skills and attendance at conferences.

PERFORMANCE APPRAISAL:	Conducted annually as per schedule.
TRAINING:	Refer to Annual Training Calendar

I, _____ (**print name**) acknowledge that I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description and that I understand the implications if I don't follow the Quality Management System.

Employee Signature: _____ Date:

CEO Signature: _____ Date: