

Position description

**Program Manager, Lived-Living Expertise
(Identified)**

Title:	Program Manager, Lived-Living Expertise (Identified)
Classification:	HAO8
Status:	Temporary Up to 2 years (24 months), with possibility of extension
Annual remuneration:	\$143,418 - \$151,657 (plus Superannuation)
Location:	Brisbane CBD
Job Ad Reference:	QMHC571988
Closing date:	Monday, 8 th of July 2024
Last reviewed	June 2024
Additional/Mandatory requirements	This is a designated Lived-Living Expertise position inviting applications from people who have experienced significant life-changing or life-defining challenges and also have extensive experience working in designated Lived-Living (Peer) Workforce roles. Under section 25 of the <i>Anti-Discrimination Act 1991 (QLD)</i>, it is a genuine occupational requirement for the incumbent to be a person who identifies as having a direct personal experience of mental ill-health, and/or harms related to using alcohol and other drugs and/or suicidality. The Commission is actively seeking diversity and expertise developed through adversity. We welcome applications from all in our community who feel they have the experience, skills, and commitment to flourish in this role -we look forward to discussing any queries you may have.

Your opportunity

This exciting Lived Experience leadership role will influence the state-wide direction of Lived Experience (Peer) Workforce development in the broader community sector through effective and creative stakeholder engagement, strategic planning, project management and governance. If you're keen to excel, exploring new ideas and new ways of working with courage and tenacity, this role may be for you.



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A note on language

The Commission acknowledges the importance of language and notes that there is not currently a consensus on the language used to define collective Lived-Living Experience. Lived-Living Experience may be conceptualised as a continuum of experiences which people may have at different times in their lives. The use of the hyphen signifies the fluidity or changing nature of our experiences along this continuum. The Commission thanks Lived-Living Experience leaders working in the Alcohol and Other Drugs (AOD) space for this approach. The Commission also recognises that many Lived-Living Experience leaders prefer to use the shorter term 'Lived Experience' and 'Lived Experience leader' to refer to both past and present experiences as they feel the definition offered below makes it clear that significant lived experiences changes the way individuals perceive themselves in the world forever.

For the purposes of this position description the term 'Lived Experience' is used to refer to people who identify as having **direct personal** experiences of mental ill-health, and/or harms related to the use of alcohol and other drugs (AOD) and/or suicidality which impacted their life in such a way as to be life changing or life-defining. Lived Experience also includes experiences relating to service access, supports and the broader health and wellbeing sector and through personal healing/recovery, self-determination in relation to harm reduction and reclaiming of full citizenship.

Lived Expertise is developed through advanced understanding and integration of the personal and collective experience in order to benefit all, uphold human rights and achieve system transformations.

Key Responsibilities

This key Lived Experience leadership role has a dedicated focus on delivering projects encompassing a 'Work Package' which will build the capability of Queensland's community sector to support the expansion and development of the Lived Experience (Peer) Workforces, inclusive of the family carer peer workforce and personal/consumer peer workforce, as a unique professional discipline. The successful applicant will have extensive previous experience, capability and confidence in leading from their Lived Expertise as well as developing comprehensive program logics and associated proposals and commissioning and contract management.

This position and associated project are funded by Queensland Health under Better Care Together, *A plan for Queensland's state-funded mental health, alcohol and other drug services to 2027*, to meet recommendation 54 of *The Inquiry into the Opportunities to Improve Mental Health Outcomes for Queenslanders (2022)* developed by the 57th Parliament Mental health Select Committee:

Expand and regulate Queensland's lived experience (peer) workforce. The committee recommends the Queensland Government:

- a. progresses work to develop Queensland's lived experience (peer) workforce, including:

 - i. the standardisation and regulation of the lived experience workforce*
 - ii. the evaluation and quality assurance of lived experience professional training and development.**
- b. works with rural and remote mental health and alcohol and other drug services to develop and support lived experience practitioner roles in rural and remote communities.*
- c. increases the number of lived experience (peer) service roles in Aboriginal and Torres Strait Islander communities.*
- d. investigates ways to encourage the uptake of lived experience roles by working to remove barriers, for example providing scholarships and reducing TAFE costs for requisite qualifications for lived experience (peer) mental health and alcohol and other drugs roles*

The successful applicant will have demonstrated experience in effectively leading major projects related to developing Lived Experience (Peer) Workforce working strategically within a health, community services or related sector, preferably in mental health, AOD or suicide prevention with a track record in delivering outcomes in collaboration with a range of internal and external stakeholders.

The Commission is committed to achieving the highest levels of lived experience engagement and community involvement across all areas of its reform work with this leadership role being pivotal therefore superior knowledge and demonstrated experience in this area is essential.

The Commission is a small team with all staff members expected to work in an agile and collaborative manner, both in delivery of strategic and operational plans, meeting project deliverables, and in responding to emerging issues to meet its core functions of:

- promoting prevention, health and wellbeing, and early intervention
- identifying barriers, issues and gaps in the mental health, AOD, suicide prevention and related systems
- collaborating to co-design systemic solutions and advocate for reform
- enabling and building capacity for, and pilot system change
- monitoring, reviewing and evaluating the impact of reform initiatives.

The Program Manager will have a direct reporting relationship to the Director, Lived-Living Expertise who provides oversight of the Better Care Together funded Lived Experience (Peer) Workforce Development 'Work Package'. The Program Manager is supported in their role by the Senior Project Officer, Lived-Living Expertise who reports directly to them.

Funding source: This position is available on a fixed-term temporary basis until 30 June 2026, to enable the Commission to meet the work requirements noted above under Better Care Together and other core work programs.

About us

The QMHC is an independent statutory body established under the *Queensland Mental Health Commission Act 2013*. The role of the QMHC is to drive ongoing reform towards a more integrated evidence-based, recovery oriented mental health, alcohol and other drugs and suicide prevention system.

Our vision is Queenslanders working together to improve mental health and wellbeing.

Our role is to encourage and facilitate systemic change to improve the mental health and wellbeing of all Queenslanders, with a focus on:

- improving the mental health and wellbeing of all Queenslanders
- preventing and reducing the impact of mental illness
- preventing and reducing the impact of problematic alcohol and other drug use
- preventing and reducing the impact of suicide.

This is achieved through the implementation of the second whole-of-government Queensland Mental Health, Alcohol and Other Drugs, and Suicide Prevention Strategic Plan (*Shifting minds*) 2023-28 and its sub-plans *Every life: The Queensland Suicide Prevention Plan (2018-2029)* and *Achieving Balance: The Queensland Alcohol and Other Drugs Plan (2022-2027)*. *Shifting minds* defines three key focus areas — Better lives, Invest to save, and Whole-of-system improvement — which contribute to the Queensland Government's *Unite and Recover: Economic Recovery Plan*.

For more information visit www.qmhc.qld.gov.au

Our values

The public service values are fundamental to all that the Commission undertakes.



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people



Promote wellness

The Commission also has an additional value of Promoting wellness.

Your contribution

The Project Manager, Lived-Living Expertise will utilise specialist project management skills, superior business acumen and comprehensive knowledge of the sector, along with a strong professional work ethic and highly developed and effective Lived Experience leadership to:

- undertake environmental scanning including research into emerging trends, evolving best practice and hot issues related to Lived Experience (Peer) Workforce development
- plan, implement and manage multiple projects ensuring deliverables related to the 'Work Package' are achieved
- develop and manage effective commissioning, specialist procurement, contracts and related budgets within agreed timelines and reporting requirements and prepare and manage the development of high-quality program logics, proposals, discussion pieces, presentations, submissions, briefs, and other communications and reports specific to the 'Work Package'
- work with and, where necessary, lead collaboration with key stakeholders, sector partners, advocacy groups/peaks, target group representatives and people with lived experience throughout the lifecycle of the program of the 'Work Package' including setting up and maintaining appropriate partnership agreements, advisory and oversight mechanisms
- ensure effective internal governance of the 'Work Package' and other related projects led by the Commissions Lived Experience team through creating, leading and coordinating effective processes and monitor and report on progress against the program of work to executive management.
- analyse activities, program and project findings related to the 'Work Package' to determine outcome value and cross sector implications and impacts for cross sectoral reform
- write high quality briefings and reports and issue responses for a range of purposes related to Lived Experience and in particular Lived Experience (Peer) Workforce, including literature and research publications, conference presentations, ministerial requests, or responses to stakeholder groups
- provide high level strategic advice based on sound knowledge and analysis of contemporary Lived Experience research and practice
- represent the Commission externally in areas relating to the 'Work Package' and Lived Experience leadership more broadly utilising your expertise to build and maintain partnerships across all relevant sectors to support the delivery of the strategic priorities, and to align cross government and cross sector effort to drive and embed reform led by Lived Experience perspectives
- lead, contribute to and/or support the development and implementation of cross-agency and cross-sector involvement in the project ensuring that Lived Experience (Peer) Workforce perspectives from diverse communities and settings, people and their families, carers and other supports who can or could benefit from peer support and their representatives informs activities funded under the 'Work Package'
- lead the development, monitoring, prioritising, reporting and provision of specialist advice on the Commissions strategic and operational plans, work programs and specific projects; including reform development and governance specific to Lived Experience (Peer) Workforce and lived experience more broadly
- work to progress the implementation of the Queensland Framework for the Development of the Mental Health Lived Experience Workforce with reference to the National Lived Experience (Peer) Workforce Guidelines and other key local, state and national Lived Experience frameworks, guidelines, strategies and plans related to priorities in the 'Work Package'
- provide day to day allocation of work tasks, direction, mentoring and operational line management to the Senior Project Officer, Lived-Living Expertise.
- work from a trauma-informed perspective and cultural safety lense to ensure the diverse Lived Experience (Peer) Workforce, individuals, including families, carers, kin and other supporters have a positive experience of working with or being involved with the Commission

Your experience and skills

Appointments in the public service are based on merit. Your skills for this role will be assessed against the **Team Leader [Leadership competencies for Queensland](#)** by looking at what you've undertaken previously and what knowledge, skills and learned experiences you can bring to the team and the role, including your personal qualities and your potential for development.

People with a lived and living experience of mental health challenges and mental ill-health, problematic alcohol and other drug use, and those affected by suicide and their families and carers, are all strongly encouraged to apply.

Applicant experience in and knowledge of human rights (specifically the *Human Rights Act 2019*) will be viewed as beneficial across all Commission roles.

We also encourage people from a First Nations background to make an application.

The ideal candidate will demonstrate the following competencies as they relate to the key responsibilities of the role:

Vision

- Stimulates ideas and innovation, gathering insights and embracing new ideas and innovation to inform future practice
- Leads change in complex environments with focus and optimism in an environment of complexity and ambiguity

Results

- Builds and sustains relationships to enable the collaborative delivery of community-focused outcomes
- Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency

Accountability

- Demonstrates maintenance of a high standard of practice through governance and risk management

What we are looking for:

In more detail, this position requires:

- Experience in driving reform or change from a Lived Experience leadership perspective within either mental health, AOD, and/or suicide prevention context. It is preferred that the successful applicant will have intersectional personal lived experience, including across a range of settings and service types.
- Experience in successfully leading a Lived Experience team and projects, particularly Lived Experience (Peer) Workforce development, and an understanding of broader system and operational issues
- Ability to lead change and facilitate the exchange of ideas, information, and adoption of emerging practices/technologies/tools to deliver reform
- Proven ability to strengthen partnerships through a proactive and collaborative approach that delivers quality outcomes for internal and external stakeholders
- Commitment to continuously improving leadership effectiveness through critical self-reflection, broadening knowledge and experiences, and identifying initiatives that optimise the work environment for others

In this role you will be valued for highly developed Lived Expertise and exceptional business expertise along with your ability to lead others in order to deliver on the projects making up this 'Work Package'

Qualifications/professional registration/other requirements

- **This position is open to people who identify as having significant life-changing or life -defining direct personal experiences of mental ill-health, and/or harms related to the use of alcohol and other drugs**

(AOD), and/or suicidality, along with experiences related to accessing services, supports and the broader health and wellbeing sector.

- Under s25 of the *Anti-Discrimination Act 1991* there is a genuine occupational requirement for the incumbent to be a person who identifies as having a direct personal experience of mental ill-health, and/or harms related to use of alcohol and other drugs (AOD), and/or suicidality.
- You will have recognised advanced expertise in working and leading from the overarching discipline of Lived Experience.
- Working knowledge and application, along with demonstrated substantial contribution to, the current Lived Experience (Peer) Workforce discipline frameworks, guidelines, research and continually evolving evidence base is essential.
- While not mandatory, relevant qualifications related specifically to Lived Experience (Peer) Workforce and/or Human and Community Services, Community Engagement and Development, Social Justice and Business Management etc would be well regarded

Conditions and benefits

Your employment conditions are set out in the *Public Sector Act 2022*, the *Queensland Public Service Award – State 2012* and the *Queensland Public Health Sector Certified Agreement (No. 10) 2019*. You are required to work within the Commission's policies, guidelines and procedures.

Conditions include:

- 12.75% employer super contributions
- 4 weeks annual leave entitlements
- Potential for flexible working arrangements.

Interested in applying?

To enable use to assess your merit, your application should provide:

- your current resume, including the names and contact details of **two referees** with a thorough knowledge of your competencies for this role. One of the referees should be your current or immediate past supervisor
- a short statement (**no more than two pages**) demonstrating your ability to undertake the responsibilities and the requirements of the role as outlined in '**Your experience and skills**' together with your motivation to join us.

Apply online through the Smart Jobs and Careers website (www.smartjobs.qld.gov.au). You will receive a system-generated acknowledgement that your application has been uploaded correctly.

If you are unable to apply online, please contact CAA Recruitment Services on (07) 3003 2341 or (07) 3003 2336 to enquire about alternative arrangements.

Additional information

- The QMHC is committed to the principles and practices of equity in employment and client access, ethical conduct and workplace health and safety.
- Applications will remain current for a period of 12 months.
- Intra- and inter-state travel is a requirement of this role.
- Occasional work outside normal working hours, including weekends, may be required.
- A non-smoking policy is effective in Queensland Government buildings, offices and vehicles.
- Appointment to the role is subject to the following **pre-employment checks and disclosures**:

- To be eligible for permanent employment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency. To be eligible for temporary appointment, applicants must provide proof that they can legally work in Australia (i.e. to be appointed to a position, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia). You are required to notify the Commission if your right to work in Australia ceases.
- Employment as a lobbyist: newly appointed employees to the Queensland public sector must disclose within one month of starting duty any previous employment as a lobbyist within the last two years.
- Applicants are advised that the Commission may initiate a criminal history check on the preferred applicant(s) under the *Police Service Administration Act 1990*. External applicants appointed to this position will have their appointment confirmed following satisfactory performance during a three-month probationary period; in accordance with the *Public Sector Act 2022*.
- Applicants may be required to disclose particulars of any previous serious disciplinary action taken against them in accordance with section 179A of the *Public Sector Act 2022*.
- All information submitted by an applicant for this position is subject to the *Right to Information Act 2009* and the *Information Privacy Act 2009* for personal information.