



Job Description Form



Community | Compassion | Quality

Integrity | Equity | Curiosity

Position Title

Position number: CH617714

Senior Program Officer - Lived Experience

WA Country Health Service Mental Health

WA Country Health Service (WACHS) delivers mental health (MH) services across all seven health regions in country WA. The Executive Director Mental Health (EDMH), in partnership with Regional Directors and Directors of Psychiatry (DoP), provides leadership, oversight and assurance for the delivery of contemporary mental health and alcohol and other drug services across WACHS. The MH Directorate takes the lead in driving and delivering strategies to enable, support, develop and enhance capable, culturally competent and sustainable mental health service delivery across WACHS. Our Vision is to deliver evidence based and knowledge informed services which lead to mentally healthy, resilient country people living satisfying contributing lives.

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

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Mental Health Central Office overview

Mental Health Central Office (MHCO) is a skilled and dynamic team drawing on a wide range of experience and background to reflect diversity in cultural, consumer, peer and clinical perspectives across a range of functions working to enable and account for MH and alcohol and other drugs (AOD) service provision in the regions. These functions include strategic planning and service reform; workforce development; patient safety, clinical quality and service improvement; performance monitoring; communication; and cultural and clinical governance. MHCO also works closely with the WACHS Command Centre to provide virtual support and advice on care and treatment.

MHCO actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

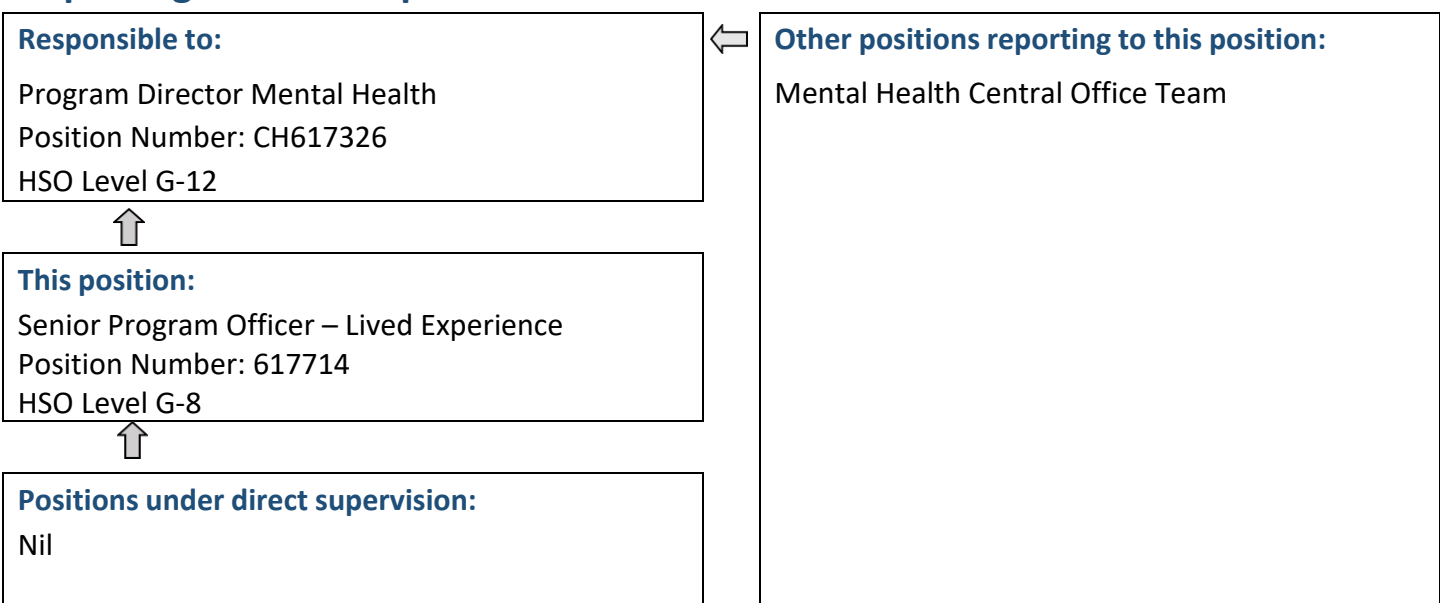
Position Details

Position Number:	CH617714	Registration Date:	August 2023
Classification:	HSO Level G-8	Location:	Central Office
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Mental Health		

Position Overview

This position manages and coordinates Lived Experience and peer programs and projects from development to implementation, ensuring relevant stakeholders are engaged and compliance requirements and objectives met to support the development and expansion of the lived experience/peer workforce across WACHS.

Reporting Relationships



Key Duties/Responsibilities

1. Program Management and Planning

- 1.1. In collaboration with the Program Director Mental Health and Executive Sponsor Lived Experience, plans, coordinates and manages service reform, development projects and initiatives to meet project goals and timelines associated with the Lived Experience Workforce Program.
- 1.2. Provides Lived Experience specialist advice and input and works in collaboration with regional staff and relevant key stakeholders to support mental health project outcomes and achievement of strategic and operational initiatives.
- 1.3. Develops and implements strategies to achieve and sustain outcomes for the state-wide Lived Experience Workforce Program reform and development.
- 1.4. In collaboration with the Program Director Mental Health, develops business cases, project plans, implementations strategies, tools, processes, and systems to manage the Lived Experience program.
- 1.5. Develop, review and implement WACHS-wide clinical and operational policies and processes for the development and operation of the program, guidelines and practices that reflect lived experience (peer work) principles and values, and/or consumer and carer viewpoints, and are trauma informed.
- 1.6. Investigates and analyses complex issues, policies, practices and/ or procedures associated with projects to identify solutions and opportunities for innovation and improvement.

2. Risk and Issues Management

- 2.1. Monitors trends and developments and reports on risks and issues impacting project outcomes.
- 2.2. Identifies project dependencies and facilitates strong linkages and integration with relevant project(s), program areas and strategic planning and policy trends (state and national).
- 2.3. Develops and maintains program evaluation strategies and reporting standards including reviews and assessments of project outcomes.
- 2.4. Monitors performance against standards, planned outcomes and key performance indicators.
- 2.5. Prepares and disseminates written support documentation including regular reports and minutes.

3. Consultation and Stakeholder Engagement

- 3.1. Receives advice and direction from project executives and sponsors as appropriate and ensures the Program Director Mental Health is kept informed of issues.
- 3.2. Develops and maintains effective working relationships with relevant key stakeholders to facilitate appropriate liaison, information dissemination, consultation, and negotiation to support delivery of required outcomes for implementation of the lived experience workforce.
- 3.3. Participates as a member of relevant Program working group(s) and/ or Project Control Group(s) and provides Project Director Mental Health with accurate and timely reports on progress towards planned outcomes.
- 3.4. Leads, participates and supports relevant committees, working parties and project teams.
- 3.5. Represents WACHS on the Peer workforce and lived experience program related matters at both internal and external meetings as required.
- 3.6. Presents at seminars and conferences as appropriate.
- 3.7. Develops and provides education to relevant internal and external stakeholders on the Lived Experience program and perspectives.

4. Other

- 4.1. Participates and assists in continuous quality improvement activities as required.
- 4.2. Maintains records in accordance with state requirements.
- 4.3. Other duties as required.



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Demonstrated ability to use one's own substantial lived or living experience of mental health and/or AOD issues and recovery, and principles of lived experience practice in strategic service planning, implementation and delivery.
2. Demonstrated knowledge of lived experience and peer workforce issues and trends with a particular focus on rural and remote health service delivery.
3. Evidence of well-developed organisational skills and experience in project planning and management and their tools, including the ability to achieve agreed project outcomes.
4. Demonstrated well developed interpersonal, verbal and written communication skills and consultation, facilitation and negotiation skills.
5. Evidence of well-developed initiative and strategic problem-solving skills including conceptual and analytical ability.
6. Ability to work in a team with minimal supervision and contribute to team goals.
7. Current or C-A class driver's licence.

Desirable

1. Possession or progression towards a relevant tertiary health qualification.
2. An understanding of rural and remote health issues and challenges.
3. Demonstrated skills and experience with computer – based technologies and software for the management of tracking, data interpretation and reporting information.
4. Current knowledge and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health in all aspects of employment and service delivery.

Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check
- Evidence of a current C or C-A Class driver's licence
- Ability to travel within the region/ state as required including overnight stays.

WA Country Health Service –
Central Office

10 August 2023
REGISTERED

