

POSITION DESCRIPTION

Partnerships Coordinator

Reports to: Director of External Relations

Date: January 2022

Mental Health Australia Values

Mental Health Australia has endorsed the following principles. These serve as a guiding set of values informing all Mental Health Australia activities:

- Equity and social justice
- Inclusiveness and collaboration
- Integrity and diligence
- Responsiveness to need
- Tolerance and understanding of diversity
- Professional competence.

Position Purpose

This position is responsible for engaging with, and coordinating Mental Health Australia's membership and other stakeholders, ensuring that all stakeholder views are reflected in Mental Health Australia's advocacy, policy and communications.

This position also supports Mental Health Australia's internal and external communications activities and specific projects as directed by the Director of External Relations.

Position Responsibilities

- Build and maintain positive relationships with Mental Health Australia member organisations and other key stakeholders.
- Manage the implementation of and maintain, Mental Health Australia's customer relationship management system (CRM), ensuring accurate recording of membership administration, development of best practice customer relations management processes and training of staff.
- Develop and implement structures and processes for capturing the priorities of members and stakeholders, and respond to members and stakeholders in a timely manner and with a strategic focus.



- Develop and implement Mental Health Australia's annual member survey, including analysis and reporting back to senior Mental Health Australia staff with recommendations on future engagement and policy activities.
- Conduct research and provide advice on sector trends, improving member value and identifying risks in accordance with Mental Health Australia's internal, sector-specific and public communications.
- Consult with members and other relevant stakeholders on a regular basis to identify key strategic issues and opportunities, ensuring these are communicated to Mental Health Australia staff and external stakeholders where appropriate.
- Develop and effectively manage relationships with Mental Health Australia World Mental Health Day campaign partners.
- Promote Mental Health Australia membership benefits and encourage members and stakeholders to be regularly involved in Mental Health Australia's activities.
- Provide input and advice to senior Mental Health Australia staff and Board members on areas of expertise, particularly around engaging stakeholders that are difficult to reach
- Write and edit material for publications, reports and other communications and campaigns, as required
- Work with the Director of External Relations to develop and implement Mental Health Australia's Communications Plan, with a specific Stakeholder Engagement that aligns with the organisation's Strategic Plan.

Corporate Requirements

- Participate as an effective team member within Mental Health Australia, including assisting other members of the team when required.
- Assist the Director of External Relations with Board Reporting.
- Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.
- Support and promote a strong health and safety culture by ensuring all work activities are performed in compliance with the organisation's Occupational Health and Safety Policy.
- Reinforce and promote the principles of Equal Employment Opportunity and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect.
- Undertake other general duties as required.

Skills, Knowledge and Experience

The candidate characteristics for this position include:

- Demonstrated strong verbal, written and interpersonal skills evidenced by proven abilities to effectively develop, nurture and maintain relationships with members and other stakeholders.
- Demonstrated experience working with a CRM system (iMIS and/or Dynamics365 preferred) associated with membership and/or stakeholder relations.
- Outstanding attention to detail.
- Demonstrated facilitation and negotiation skills, including the ability to effectively consult and liaise with people of diverse backgrounds.
- Degree qualification or equivalent in a relevant discipline, and/or at least 3 years related experience.
- Well-developed problem-solving skills, demonstrated creativity and an ability to deliver on ideas.
- Strong organisational and project management skills, including the ability to manage multiple projects simultaneously.
- Ability to work autonomously and in a small team environment.
- Able to demonstrate values consistent with Mental Health Australia.

Desirable characteristics include:

- Previous exposure to an advocacy and community development environment
- Experience working with mental health sector stakeholders.

