
DIRECTOR OF LIVED EXPERIENCE – CLINICAL SERVICES

FEBRUARY 2022



Location:	Parkville
Division:	Clinical Services
Classification:	Salary of \$110,000 - \$130,000 pro rata Commensurate with skills and experience
Employment type:	.8 FTE to Full time, permanent Orygen supports flexible work arrangements and hours
Position reports to:	Chief of Clinical Practice

1. POSITION SUMMARY

The Director of Lived Experience - Clinical Services is responsible for ensuring that the lived experience voice and perspective is front and centre of all we do. They will progress, strengthen and lead the lived experience workforce in Orygen's clinical services to ensure that it reflects the values, mission and commitments of the organisation and the young people and family and carers that we support.

They will also ensure the lived experience workforce in Orygen Clinical Services are well supported to undertake their work in co-design, co-delivery, co-production and co-evaluation of services, ensuring the views of young people, families, carers, and friends are central and integral to design and delivery of our mental health and alcohol and other drugs (AOD) services.

The role includes recruiting and supporting the peer workforce, identifying the orientation, training and supervision needs of the peer workforce and working collaboratively with People and Culture & the Youth and Carer Peer Work leads to implement systems and develop resources to meet the needs of the lived experience workforce and support them in their roles. It also includes supporting the work of the Lived Experience Consultants working in Orygen Clinical Services, including identifying orientation, training and supervision needs, and supporting the development of models of consultation, collaboration, co-production, co-design and co-evaluation.

The role is a critical part of Orygen's new Integrated Care model, and is in line with the Royal Commission's Final Report recommendations in relation to the lived experience workforce.

This role has a number of direct reports including the Youth Peer Work Lead - Primary Services, the Carer & Family Peer Work Lead – Primary Services, and Youth and Carer Consultants. There may also be other Clinical Services Lived Experience roles reporting to the Director of Lived Experience - Clinical Services in the future, as we grow our lived experience workforce (eg. Lived Experience Project Workers).

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce, to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our workforce is diverse and includes:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen.
- A knowledge transfer program drawing on Orygen's research and clinical expertise provides an array of resource and workforce development including providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government and other policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation
COMMITMENTS	Orygen has made a strategic commitment to partner with First Nations people of Australia, young people and their families, LGBTIQA+ people & culturally and linguistically diverse people

4. KEY RESPONSIBILITIES/OUTCOMES

The Director Lived Experience – Clinical Services is responsible for:

- Embedding the values and principles of lived experience work across Orygen's clinical services, and positively influencing lived experience engagement and leadership and promoting a culture of optimism, person-centred and recovery-focused service provision and care.
- Progressing, strengthening and leading the lived experience workforce in Orygen's clinical services to ensure that it reflects the values, mission and commitments of the organisation and the young people and carers that we support.

- In collaboration with the Youth Peer Work Leads and the Family & Carer Peer Work Leads and the Youth and Carer Consultants, support the lived experience staff working in clinical services, developing clear processes and resources as required.
- Working alongside the Clinical Leadership, foster and grow a positive culture and organisational readiness. This may include training and professional development activities for the non-lived experience workforce, to increase understanding of the role of the lived experience workforce and how to best work alongside and support the lived experience workforce.
- Ensuring Orygen becomes a work environment in which people with lived experience thrive professionally and the combination of lived experience and other professionals lead service delivery and reform.
- Actively participate in Clinical Leadership meetings and forums, providing a representative voice of lived experience to advocate for and progress the growth and strengthening of the lived experience workforce.
- Foster a culture of safety and cultural safety to ensure the lived experience workforce and young people and carers have a positive and supported experience of working with or being involved with Orygen
- Developing and maintaining working groups, reference and advisory groups, and key forums as agreed, that will ensure all clinical services are engaged with the voice of lived experience.
- Establishing a professional development program for the lived experience workforce that supports skill development, increased capability and confidence within the role, and influence, and ensuring the provision of lived experience supervision and training to promote growth and development
- Working alongside colleagues and team members to assist in developing, implementing, reporting and evaluating key performance indicators against Orygen's Strategic Priorities, with a particular focus on lived experience participation and influence.
- Facilitating the establishment, maintenance and ongoing development of internal and external relationships and mechanisms by which a wide range of personal lived experience perspectives can contribute to Orygen's clinical services
- Consistently displaying and promoting high level commitment, integrity and diligence in all aspects of work and decision-making, applying the principles of confidentiality, mutual respect and understanding.
- Driving and supporting co-design, co-production, co- delivery and co-evaluation across Orygen clinical services
- Leading the development of policies and procedures with and for young people and carers, and supporting the development and education of all staff in these.
- Leading from a lived experience perspective and ensuring the lived experience voice from diverse communities and their representatives is embedded across the work of Orygen's clinical services.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Aged between 18 and 30 years.
- A lived experience of mental ill health and/or alcohol and other drug (AOD) issues, mental health service use and a lived experience of recovery.

- Has a strong understanding of the family/carer needs and the family and carer lived experience workforce
- Completion of a Certificate 4 in Peer Work or equivalent
- Passionate and committed to ensuring the mental health and AOD service systems respond to the needs and issues of young people, families, carers and friends
- Experience in working and leading from a lived experience perspective
- Experience with co-design, co-production, co-delivery and co-evaluation processes
- Experience and knowledge of recovery orientated practice, peer work and youth participation principles and support of frameworks of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.
- A people leader keen to foster learning, growth and culture change across Orygen, the mental health and AOD sector in the North West and Western regions of Melbourne
- The ability to relate, empathise with and be aware of the perspectives and diversities of others, including Aboriginal and Torres Strait Islanders, LGBTIQ+ people, people with disabilities, and culturally and linguistically diverse people
- Ability to build strong collaborative working relationships with the lived experience staff, clinical staff and other key stakeholders
- Experience engaging with a diverse range of stakeholders, building relationships and effectively communicating with relevant stakeholders.
- The ability to work collaboratively within a team environment and contribute to the achievement of Orygen's goals and objectives.
- Well-developed organisational skills, together with the ability to manage priorities and meet deadlines and timeframes.
- The ability to promote a culture of optimism and use the insights gained from your personal experiences of recovery to inform the work and assist others within their roles.
- Commitment to supporting and actively engaging in clinical research and knowledge translation within the service.
- Basic computer skills with a demonstrated ability in word processing, presentation programs and databases or the ability to learn new programs.

5.2 Desirable

- Experience leading or supervising lived experience teams
- Experience of working with clinical teams in a professional capacity
- Completion of Intentional Peer Support core training or a willingness to complete
- Understanding of the Victorian Mental Health Act 2014, or commitment to developing such an understanding

6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.

- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Occasional out of hours work may be required.
- Some evening and/or weekend work may be required.
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- You may be required to travel interstate or intrastate on occasion.
- In line with current Government guidelines, this position may be based at home from time to time. As such a reliable internet connection will be required.
- Successful applicants will be required to provide proof of COVID-19 Vaccination prior to commencement.

7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	