

Position Description



Position title	Community Co-design Manager	
Unit/Group	Insights & Innovation Centre of Excellence/ Community Experience	
Work level	3	
Position reporting to	Insights and Human-Centred Design Lead	
Employment Type	Full time; 3-year contract	
Vision, mission and values	<p>Beyond Blue's vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:</p> <ol style="list-style-type: none"> Promoting mental health and wellbeing Being a trusted source of information, advice and support Working together to prevent suicide <p>Beyond Blue's values are Collaboration, Respect, Enthusiasm, Excellence, Innovation, and Integrity.</p>	
Position purpose	<p>Community is at the heart of everything we do. Our success is dependent on our deep commitment to actively listen to, understand, partner with and respond to community experience and needs. That is why as we deliver our Beyond 2020 Strategy, we are taking some important steps towards becoming an even more community centric organisation.</p> <p>The Community Experience Team has an exciting newly created role for a Community Co-design Manager who will work collaboratively across the organisation, under the direction of the Insights and Human Centred Design Lead.</p> <p>Beyond Blue's Community Engagement Strategy has four pillars: Lived Experience and Community Experience, Community Advocacy, Reach and Shared Benefit. The Lived experience and community experience pillar upholds our commitment to ensure people affected by anxiety, depression and/ or suicide can contribute their skills and experience to the planning, design and development and evaluation of all our activities.</p> <p>The purpose of this role is to support the delivery of the Lived experience and community experience pillar by championing a community-first, person-centred approach and create safe organisational practices that enable the voice of community and lived experience to permeate all of our actions and decisions.</p> <p>As the Community Co-design Manager, you will be responsible for creating, advising on and maintaining practices used by teams across the organisation, including the development of the Co-design Playbook that ensures Beyond Blue involves the community in its activities in a safe, supported, inclusive and equitable way.</p>	
Role dimensions	Direct Reports	0
	Overall team	4

Financial Delegation	Refer to Delegated Authority policy
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Key accountabilities

Co-design practice development and delivery

- Work with the team and across the organisation including closely with the Community Engagement (Blue Voices) to develop a Co-design Playbook that ensures a consistent, safe and positive experience when conducting design research and co-design initiatives
- Introduce and implement the playbook across the organisation.
- Stand up structures and practices that ensure safe, supportive, inclusive, equitable and ethical engagement and champion participatory methodologies and practices that uphold lived experience, reduce barriers to engagement and enable community capacity building.
- Align with best-practice models and principles that enable safe, respectful, person-centred participation including Healing & Trauma-informed practices and Indigenous-led practice.
- Foster the adoption of a community and person-centric culture across the organisation, supported by effective ways of working, policy and processes.
- Maintain a thorough understanding of the mental health and suicide prevention ecosystems, the reforms underway and best practice approaches to participation adopted by relevant Governments and organisations.

Community relationship building and recruitment

- Build new relationships with a diverse range of community members, groups and organisations including people with lived experience and their supporters.
- Work closely with the Community Engagement team to connect engaged community members to opportunities to contribute to Beyond Blue's strategic projects and service design activities through the Blue Voices program.
- Lead the recruitment of broader community members into design research initiatives and facilitate warm handovers into Blue Voices membership where appropriate
- Work with the Clinical Governance team to uphold the best possible mental health for community members we are working alongside.

Cross-functional organisational collaboration and partnership on involving the community in co-design and design research activities

- Work alongside different teams across the organisation to support different lines of business achieve their objectives and identify opportunities to conduct design research with the community aimed at improving Beyond Blue's information, supports and services, as well as creating new solutions.
- Support different teams across the organisation execute exemplar co-design in line with the Beyond Blue Community Engagement Strategy, including the development of research and co-design engagement plans and communications.
- Work closely with key stakeholders and teams including with Community Engagement, Diversity and Inclusion, Clinical Governance, Strategy teams and across the CoE to ensure best practice approaches to co-design are developed, implemented, and maintained.
- Engage with an iterative, 'test and learn' mindset, and seek to build capability through your engagement with the wider organisation.

	<ul style="list-style-type: none"> • Work in a highly collaborative team to develop and implement community-centred approaches, tools, capability-building and community experience measurement. <p>Monitoring and assessment of community co-design practice</p> <ul style="list-style-type: none"> • Evaluate and track the community co-design experience including supporting team to review engagement and mechanisms and continually improving practice to uphold the most positive community experience. • Monitor organisational levels of community co-design and participation in the design of information, supports, service and policy. • Support teams to leverage existing data and insights as well as recognising where there are gaps in our engagement and understanding of our community.
<p>Key behaviours</p>	<ul style="list-style-type: none"> • We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community • We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work • We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources • We collaborate to provide solutions and options for feedback • We actively listen, and communicate openly and transparently • We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions • We build relationships externally and partner with key external stakeholders for the benefit of the community • We adapt, flex and take an agile approach to plans to meet community need.

<p>Qualifications and key selection criteria</p>	<p>Education & Qualifications</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in Digital, Experience Design/Service Design, Behavioural or Social Sciences, Community Development, Health or another relevant field. <p>Knowledge, Skills & Experience</p> <ul style="list-style-type: none"> • 3+years of professional experience in the development and implementation of community co-design practice working in a similar role. • Experience in designing people-centred solutions, services and products. • Demonstrated knowledge and understanding of Human-centred Design/Service design and co-design. • Demonstrated experience in planning and implementing solutions that guide customer journey and customer experience satisfaction. • Problem solving skills and the ability to use sound judgement to determine the best approach to achieve the greatest impact and results. • Displays genuine empathy and high cultural awareness and is outcomes-focused, with community outcomes at the forefront of any work. • Creative and innovative thinking, with an experimental mindset and a test and learn approach. • A strong team player, with the ability to work in a highly collaborative environment and contribute to team goals and priorities where needed. • Highly developed interpersonal and communication skills with diverse stakeholders from different backgrounds and experience that ensures the establishment and maintenance of effective working relationships.
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	<ul style="list-style-type: none">• Substantial project management experience (particularly agile methodologies).• Ability to work within a self-directed culture and be comfortable working in ambiguity.• Highly developed analytical and conceptual skills including the ability to recognise emerging issues of importance and to prioritise.• Advanced computer skills in Word, Excel, PowerPoint, Outlook, SharePoint, Miro, Jira and Confluence or similar. Adobe suite or other design tools desirable.• Knowledge of evaluation methodologies and impact measurement approaches around community engagement/ public participation.
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Organisational Core Capabilities:

<i>Community Voice</i>	Capture community insights, ensure community insights inform our work
<i>Community Awareness and System Change</i>	Shift to a community centric way of operating with the community and the need for system change informing how we work
<i>Digital Capability Big Blue Door delivery</i>	Increase our impact and reach across the community and better understand and respond to community need and deliver personalised support informed by community insights and data
<i>Agile Leadership</i>	Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture
<i>Sustainable & diverse funding sources and supporting social impact</i>	Develop and sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely and plan for the longer term
<i>Best Governance and demonstrating impact</i>	Balances stability and strong oversight with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters
<i>Partner strategically for maximum impact</i>	Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful.

Additional Information

Health, safety and wellbeing

Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.

Equal opportunity

Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Cultural competency

Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.

Employment is subject to:

- A current Police Record Check
- Proof of the right to work in Australia