



Position Description: Business Solutions Officer

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Role Type: Full-time (Part-time considered)

Salary: Up to \$60,000, subject to qualifications and experience

Role Duration: January 2021 to December 2022, with the possibility to extend

Line Manager: Strategy and Policy Advisor

Direct Reports: Nil

Location: West End Office, Brisbane

About MIFA

The vision of Mental Illness Fellowship of Australia Inc (MIFA) is that Australians have the best possible mental health and quality of life. MIFA is a federation of long-standing member organisations, established in 1986. Our members deliver specialist services for individuals living with severe mental illness and psychosocial disability, and their carers, friends and families, out of nearly 60 'front doors' in metropolitan and regional areas, to over 20,000 people each year. Our membership has a strong focus on building community, valuing peer support and lived experience, and supporting recovery. We have substantial experience delivering specialist, place-based, community-building programs to those experiencing mental illness, and over 55% of our workforce has a lived experience as a consumer or carer.

About MIFA's Activities and Programs

Each year, MIFA delivers a range of activities in pursuit of our vision and mission. Key activities include:

- **Advocacy activities** – formal submissions and letter writing campaigns, national media awareness campaigns during key mental health awareness weeks each year, hosting Parliamentary Friends of Mental Health events each year, representation on government and sector mental health expert advisory groups and working parties, hosting MIFA Biannual Conferences for Members and sector partners, and speaking engagements to raise awareness and represent the voice of lived experience
- **Supporting the MIFA Network** – MIFA collaborates with and supports the work of MIFA Member organisations through hosting Biannual MIFA Conferences, MIFA CEOs Group meetings and Communities of Practice meetings, and by identifying opportunities for collaboration, innovation, growth and resource sharing
- **Program delivery of Information Linkages and Capacity Building (ILC) Programs** – MIFA has been successful in securing funding to provide two national programs to develop Psychosocial Disability Information Resources and deliver an Online Community of Practice to develop professional and

leadership capability for people with a lived experience of psychosocial disability, peer workers, Board members and volunteers

- **Hosting the Out From The Mist Photography and Short Movie Competition** – each year in Mental Health Week, MIFA hosts this unique photography and short film competition and Awards Ceremony, showcasing representations of mental health from professional and amateur photographers and short movie makers
- **Psychosis Australia Trust activities** – MIFA provides secretariat support to Psychosis Australia Trust to promote strategic investment and promotion of psychosis research in Australia, including supporting the Australian Psychosis Conference, Australian Psychosis Symposium and webinar series

Position Brief

MIFA is seeking a qualified and experienced Business Solutions Officer to provide business solutions and administrative support to our MIFA Executive Team and the MIFA Board to enhance our systems, processes and impact.

The position involves:

- driving and delivering business solutions for MIFA’s business operations in liaison with the National Chief Executive Officer and the MIFA Executive Team
- providing executive assistance to the MIFA National Chief Executive Officer and the MIFA Board, including minute-taking, diary management, reporting and general administrative support
- providing general administrative assistance to the MIFA Executive Team to support MIFA’s core business activities, stakeholder engagement, advocacy and communications
- supporting the successful delivery of MIFA meetings and events through meeting and event management, in liaison with the MIFA Executive Team and the MIFA Board.

This position requires significant contact with multiple stakeholders. The Business Solutions Officer will develop a thorough understanding of MIFA’s core business, our advocacy messages, our strategic priorities and our stakeholders. This will support the Business Solutions Officer to implement new business solutions that maximise efficiency and costs, whilst contributing to MIFA’s work to enhance our impact in support of our vision and mission. This position may require some travel.

Responsibilities

Main responsibilities of the position:

- Understand MIFA’s current operations, processes and procedures, and utilise industry knowledge and experience to identify areas for business and systems improvement
- Drive and deliver business solutions for MIFA’s business operations, including improvements in administrative systems and processes, record keeping, enhanced stakeholder engagement and

database management, and legal administration, in liaison with the National Chief Executive Officer and the MIFA Executive Team

- Provide executive support to the National Chief Executive Officer, including diary management, travel arrangements, reporting and general administrative support to the MIFA Executive Team
- Provide executive support to the MIFA Board, MIFA CEOs Group, MIFA Governance Groups and Working Groups, and MIFA's Community of Practice Groups, including meeting arrangements, managing documentation and minute taking upon request
- Provide administrative support at MIFA's Head Office, including answering the office phone, records management and archiving, correspondence and enquiries, and general administrative support as required
- Support MIFA's meeting and event management activities by managing event arrangements, including bookings, liaison with venues, catering, accommodation and attendee engagement
- Contribute to MIFA's communications strategy by managing content creation for the MIFA website, MIFA newsletter (the MIFA Members Memo), Annual Report and other communications, and update MIFA's communications platforms as needed
- Provide legal administrative support by liaising with regulatory bodies, agencies, legal firms and insurance agencies to ensure that all MIFA registers, governance structures and documentation, and policies and procedures are current, relevant and meet best practice standards
- Maintain clear, transparent and consistent communication about the responsibilities of the position and progress with activities
- Undertake any other tasks as delegated by the MIFA Strategy and Policy Advisor.

Who we are looking for

The successful candidate will have:

- Demonstrated experience in implementing new business solutions and improving business systems and processes
- Demonstrated experience in executive and administrative support
- Demonstrated experience in stakeholder engagement and liaison
- Demonstrated success in producing quality work, with attention to detail, in tight timeframes
- A focus on achieving outcomes and a "can do" attitude
- Demonstrated commitment to community service and diversity
- A high level of professionalism and personal ethics
- Applicants with a Bachelors Degree or equivalent will be highly regarded.

Benefits

- Flexible working arrangements are negotiable, with the ability to work from home at times
- Become a member of a supportive and positive team
- Salary packaging is available.