
LIVED EXPERIENCE PARTICIPATION LEAD

DECEMBER 2024



POSITION SUMMARY

Location:	Hybrid – Parkville and WFH		
Functional area:	Orygen Digital		
Classification/ Salary:	\$85,000 to \$95,000 base salary + 11.5% super + access to \$15,900 NFP salary packaging		
Job level:	3		
Reports to:	Head of Product and Service Development		
Employment type:	Full to part time (0.6 to 1.0 FTE)		
Employment length:	Ongoing, subject to funding		
Direct reports	No	Indirect reports	No

POSITION PURPOSE STATEMENT

The Lived Experience Participation Lead will be responsible for facilitating the meaningful representation of lived experience perspectives, including involvement of young people, in Orygen Digital activities. This includes providing coordination and strategic guidance on activities to ensure lived experience representation across Orygen Digital strategy, governance, service and product design, communications, and research and evaluation.

This position will oversee the Orygen Digital Youth Participation Program, and support staff in implementing best practice approaches to lived experience engagement and human centred design. They will maintain close links with Orygen’s National Youth Participation Program, while being embedded within a product team committed to building best in class digital mental health care with and for young people.

About Orygen Digital

As the digital division of Orygen, we have a mission to revolutionise all youth mental health services in Australia and globally, bringing together the best of technology, research, innovation and clinical care. Our bold objective is to be the leader in digital youth mental health with a focus on human centred design, rapid research translation and service delivery at scale.

Orygen Digital has a number of products and services at different stages of development, from R&D to scaling – including VR, mobile apps, passive sensing, and moderated online social therapy (MOST).

REVOLUTION IN MIND

A significant portion of Lived Experience Participation Lead time will be dedicated to MOST, our flagship service currently rolling out to young people across Australia. The MOST service includes a peer workforce employed by Orygen Digital. The National Manager – MOST Peer Work provides lived experience expertise on MOST service improvement and manages service delivery by peer work staff, while the Lived Experience Participation Lead steers primarily volunteer-based lived experience consultation and co-design in service improvement projects. Together, these key roles support meaningful lived experience partnership across aspects of the MOST service.

POSITION FOCUS

	Key responsibility area	Percentage
1	Youth participation project management	40%
2	Youth advisor wellbeing support and professional development	20%
3	Staff support and capability building in lived experience engagement and human centred design practices	20%
4	Lived experience participation strategy, planning, and promotion	20%

POSITION KEY RESPONSIBILITY AREAS

<p>1. Youth participation project management</p> <ul style="list-style-type: none"> • Manage Orygen Digital's Youth Participation Program, which currently includes: <ul style="list-style-type: none"> ○ a Youth Advisory Group (YAG) of up to 12 young people with lived and living experience of mental health challenges who engage regularly over a 1-to-2-year tenure, ○ a Youth Participation Network of over 90 young people who engage on a casual basis, and ○ project-based advisory groups who are recruited for projects with specific participation and/or lived experience requirements. • Coordinate and facilitate meetings, workshops, and events with youth advisors, staff and other key partners. • Maintain processes and documentation to support the operational management of the Youth Participation Program, including responsible management of Program resources. <p>2. Youth advisor wellbeing support and professional development</p> <ul style="list-style-type: none"> • Maintain strong communication with all young people engaged in participation at Orygen Digital, with responsibility for ensuring expectations are clear and youth advisors feel welcomed and included • Coordinate youth advisor onboarding, create wellness plans, facilitate needed accessibility supports, and provide an approachable point of contact across engagements • Provide professional feedback and support as appropriate to help youth advisors adhere to the Orygen Code of Conduct and develop in their advisory role • Work with Orygen's National Youth Participation Program to help coordinate an annual calendar of training opportunities for youth advisors <p>3. Staff support and capability building in lived experience engagement and human centred design practices</p> <ul style="list-style-type: none"> • Build and maintain strong, collaborative relationships with various staff across Orygen Digital • Provide guidance to staff in the implementation of meaningful participation activities, drawing on best practice approaches to lived experience engagement and human centered design

- Support staff to follow relevant youth participation procedures and maintain administrative systems to store and safeguard information

4. Lived experience participation strategy, planning, and promotion

- Provide strategic advice and collaborate with Orygen Digital staff at all levels to plan new lived experience participation initiatives
- Manage lived experience participation plans and reporting to senior staff and Committees
- Contribute expertise to grants and research to support funding and innovation in lived experience participation within Orygen Digital
- Work alongside Orygen's lived experience leadership and national Youth Participation Program to support the development of organisational initiatives, and ensure lived experience participation at Orygen Digital draws on organisation-wide policies, resources and strategic direction
- Contribute to projects and events that raise the profile of lived experience participation across Orygen, the sector nationally, and the broader community

EDUCATION / QUALIFICATIONS

Desirable	A tertiary qualification in a relevant field (for example, youth work, mental health, public policy, or design).
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EXPERIENCE / SKILLS

Experience / skills	<p>Essential</p> <ul style="list-style-type: none"> • A lived or living experience of mental ill-health, and a willingness to bring this lived experience perspective to the role • Demonstrated understanding and commitment to contemporary approaches to lived experience participation • Previous experience working with young people with a lived and living experience of mental ill-health • Previous experience successfully leading and implementing projects in line with organisational objectives • Strong stakeholder management skills, including an ability to work with a broad range of people from different backgrounds and unite them in their work around lived experience participation • Excellent written and verbal communication skills, with confidence to facilitate workshops and present to large groups • Demonstrated problem-solving skills with the ability to deliver creative solutions <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience working in a lived experience role, such as in peer research or peer work • Knowledge of human centred design and associated methodologies • Experience working within a research environment
Personal attributes	<ul style="list-style-type: none"> • Clear and empathetic communicator – able to share information and offer support in a way that feels accessible and approachable, while setting appropriate boundaries • Highly collaborative – able to foster great working relationships and effectively engage others in support of lived experience participation • Practical and action-oriented – able to navigate through complexity and exercise good judgement in day-to-day problem solving • Organised and conscientious – able to manage competing demands and deliver on projects • Enjoys flexibility and variability – flourishes when working across diverse teams and projects

	<ul style="list-style-type: none"> • A growth mindset – consistently seeks out opportunities to improve and is open to new ideas
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KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Orygen Digital leadership and staff • Orygen National Youth Participation Program staff • Orygen lived experience leadership
External	<ul style="list-style-type: none"> • Young people • Orygen organisational partners • National and Victorian Mental Health sector stakeholders • National youth sector stakeholders

SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> • 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. • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> • Promote and demonstrate Orygen’s high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace. • Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able. • Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events. • Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
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ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	
Signature	
Date	