

Recovery and Wellbeing - Co-Production and Engagement Coordinator

Job Description and Person Specification

# Job Title: Co-Production and Engagement Coordinator – Tower Hamlets Connecting Communities

**Grade:** NJCSCP 20–26, currently £29,630 - £34,090 per annum, inclusive of Inner London Weighting

**Hours:** Full time,35 hrs (may include some evenings and weekends, hybrid working available)

**Accountable to:** Operations Director – Mental Health Support Services

**Supervised by:** Service Manager – (Mental Health Services)

**Location:** Open House, Tower Hamlets

**Contract Term:** Until August 2024

**Management Structure**

Mind in Tower Hamlets and Newham staff are accountable to the CEO. The Co-Production and Engagement Coordinator will be accountable to the Operations Director for Mental Health Support services and supervised by the Service Manager for Mental Health Services

**The purpose of this role**

The Co-Production and Engagement Coordinator will be responsible for co-production across the Tower Hamlets Connecting Communities service. They will be supporting people with lived experience, liaising with professionals that work in the community and the wider borough to develop mechanisms of change both internally and externally.

The postholder will be responsible for collaborating with the Recovery and Wellbeing (Connecting Communities) team and the wider organisational team to ensure co-production is embedded across all areas of our organisation. They will be responsible for supervising peer workers and staff in conjunction with the Service Manager of the services. This is a community facing role and will require the post holder to have excellent engagement and influencing skills.

**Background on the Service**

Mind in Tower Hamlets and Newham have been commissioned to deliver the Information and Co-Production service which is an element of the larger Recovery and Wellbeing Service. This is an integrated service which will work under a Governance structure with **Hestia**: Mental Health Floating Support Service; **Working Well Trust**: Work Hub and **ELFT**: Recovery College. Our service model will ensure that people are able to access the “right support at the right time” and will be the first point of contact for people living with mental health in the Borough.



The post holder will be required to work with the Project Manager and staff to achieve the following KPI’s

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| **KPI’s** | **Commitments** |
| Decreased social isolation through the provision of a community place of safety for people within all stages of recovery | We will continue to develop our “Activate Café", working towards **30-45 clients during the Activate Café**‘Monthly Get Active Get Involved’ Co-Production Meetings to explore co-production across the provision |
| Increased control over clients’ own recovery through their contribution to the design, delivery and development of services | Delivery of a ‘Co-Production Committee’ made up of all stakeholders involved with designing the programme of events for the hub and manage the fundingWorking with the ‘**Get Active- Get Involved’ Co-Production in Action Committee;** we will work with current groups to identify what works well, what needs improvements and what additional support the user groups need to meet their targets. |
| Improved levels of social inclusions and challenge stigma through facilitating connection to universal community resources such as museums, galleries and other local cultural and leisure assets | **12** external events/activities per quarter developed/delivered in partnership with service users and local cultural/leisure assets (minimum 12), totalling **48 per year** |
| Increased opportunities to meaningfully engage in wider strategic Co-Production opportunities  | At least **4** ‘Get Active - Get Involved’ events per year around themes impacting the mental health and wellbeing of the community developed and delivered to enable Co-Production within mental healthAdditional events to fit into the wider strategic agenda such as – health inequalities, perinatal support, housing, employment for people with mental health, promoting mental health and reducing stigma.**8** co-production opportunities where people are supported to meaningfully partake in. For example, wider governance structures |
| Embed the relationship and learning from the Recovery College by transforming theory into practice | We will work with the Co-Production Committee (involving the Recovery College) to plan activities, events and groups that build on the learning from the recovery College  At least **20** activities/events/groups provided in relation to the Recovery College prospectus   |
|  Increased choice and variety of activities which support recovery including opportunities to develop creativity and complimentary activities such as mediation, yoga, mindfulness etc | We will work towards developing Peer Leaders towards facilitating at least **50% o**f the groups. Where there is not a Peer Leader, we will look for a Peer volunteer to co-facilitate the groupsTo train 25 peers annually  |

## Role description

**Main Functions**

1. To develop the Co-Production, engagement, and involvement across the organisation to strengthen and build our relationships with local partners, stakeholders and clients to develop meaningful ways to coproduce services and develop new and existing services.
2. To set up and facilitate in collaboration with the service leads, Co-Production hubs locally across the borough that are accessible to clients and the local community
3. To collaborate with the Navigation, Welfare Benefits, Groups and Activities and our partners under the Recovery and Wellbeing Services to develop our Co-Production approach and ensure that the principles of Co-Production underpin our service delivery
4. To work with staff across all services to provide appropriate interventions to ensure individuals are appropriately supported to the right service and support at the right time.
5. To create new and innovate ways for clients to Get Active and contribute to the development and delivery of our services in Tower Hamlets, Newham and Redbridge.
6. To work as the senior within the team by contributing to service planning/development and where appropriate identify and support staff to undertake new initiatives.
7. To conduct one to ones with staff, peer leaders and other stakeholders to connect and collaborate and to identify and develop potential leaders from within our services and the local community.
8. To strengthen Mind in Tower Hamlets and Newham’s mental health and wellbeing services through Co-Production activities and forums
9. To work with the Service Manager to co-ordinate staff and oversee day to day delivery of services, participating as necessary to ensure a high-quality delivery of services
10. To carry out line management duties for staff and volunteers. This includes monthly supervision, appraisals, and probationary reviews in accordance with Mind in Tower Hamlets and Newham’s policies and procedures
11. To plan and deliver monthly themed forums to enable MITHN to meaningfully develop ideas and work hubs.
12. To plan and deliver wider quarterly events, workshops and anti-stigma activities for people living with mental health in Tower Hamlets on themes that impact them the most.
13. To identify, 25 peers and work with our Peer Services team to develop, train and support people with lived experience to become leaders in their communities.
14. To prepare monitoring and evaluation reports to ensure the service is achieving positive outcomes and identifying gaps in provision.
15. To develop and deliver Activate Café in collaboration with other staff. This may require you to work during the evening on a rota.
16. To deliver a culturally sensitive service where clients from a diverse range of backgrounds can access support and have their cultural beliefs heard and understood.
17. To carry our interviews, surveys, and feedback days to elicit the views of local people.
18. To work with the Service Manager and SMT to influence wider mental health strategies in Tower Hamlets
19. To work closely with the Service Manager and the Group and Activities Project Worker to develop ways to coproduce activities with clients
20. To develop and support the delivery of training and workshops for clients to be involved in wider co production through personal and skills development
21. To work with the Service Manager to develop Peer Worker/Volunteers and embed this model across the service.

**Duties required of all Employees**

1. Undertake the induction programme as devised and assist in induction of new staff, if requested to do so
2. Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required.
3. Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager
4. Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with reference to the Equal Opportunities and Health and Safety policies to maximise safety of clients and staff.
5. Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
6. To carry out other duties consistent with the post
7. To effectively manage any petty cash or financial issues within the finance procedures laid down.

**This job will be reviewed periodically in line with the organisation’s Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role**

**PERSON SPECIFICATION –Co- Production and Engagement Coordinator**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

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| **Qualification** |
| 1. | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
| **Experience** |
| 2. | Demonstrable experience of community development within multi-cultural communities | E |
| 3. | Demonstrable and substantial experience of working in mental health services  | E |
| 4. | Working knowledge of the principles of Co-Production, involvement and peer work within mental health services | E |
| 5. | Experience of working with and supporting the development of Peer volunteers | E |
| 6. | Experience of proactively utilising the wider Tower Hamlets offer and a good knowledge of both statutory and Non statutory services. | E |
| 7. | Experience of managing and setting up events, activities, and training. | E |
| 8. | Significant experience of managing staff and volunteers | E |
| **Knowledge** |
| 9. | An understanding of Mental illness and the impact it can have on individuals, carer’s and their families | E |
| 10 | An understanding of the impact the mental health has on  | E |
| 11. | An excellent understanding of the principles of Co-Production and Recovery | E |
| **Abilities and skills** |
| 12. | Excellent written and verbal skills | E |
| 13. | Excellent interpersonal skill, with the ability to influence, negotiate and inspire | E |
| 14. | Ability to leader empower and coordinate staff, peer workers and peer volunteers from a wider range of backgrounds. | E |
| 15. | Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities | E |
| 16. | Ability to speak a second language (Bengali, Somali, Polish etc.) | D |
| 17. | To be open to learning and find creative solutions. | E |
| 18. | Excellent IT skills, including Microsoft Office and Database entry | E |

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| **Personal Circumstance/Attributes** |
| 19. | Enthusiasm, Probity, Industriousness | E |

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| 20. | Personal resilience and flexible attitude in the face of difficulties | E |
| 21. | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
| 22. | Commitment to personal development and willingness to regularly update skills and experience | E |
| 23. | A commitment to Equity, diversity and inclusion | E |