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**Job Description/Person specification**

**Our Voices: In reach and Engagement Coordinator**

# Job Title: Our Voices- In reach and Engagement Coordinator

**Grade:** NJC SCP 20 currently £31,285 p.a. inclusive of Inner London Weighting. Based on 28hrs, this is currently £25,028.00 p.a. (Inc ILW)

**Hours:** Part- time, 28 hrs per week (may include some evenings and weekends)

**Supervised by:** Services Manager – Mental Health Support Services

**Location:** Open House, London E3 4DA, as well as across Newham, Tower Hamlets, and Redbridge,

**Contract Term:** Until November 2023 (possible extension subject to funding)

**Key Relationships:** Faith Centers/Community Groups in Newham/Redbridge/Tower Hamlets

**About Us**

We are a local, registered charity affiliated to National Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and to achieve improved access, outcomes and experience within Mental Health Services. We are an organisation, who value diversity and inclusion and we are working towards becoming a truly anti-racist and anti-discriminatory organisation.

# Job Summary

The Our Voices Project Coordinator is responsible for building strong relationships with local stakeholders for seldom heard and racialised communities in Redbridge and building Mind in Redbridge to develop and share responsive and culturally appropriate services while informing and shaping new services/partnerships delivered. The Coordinator will be responsible for the setting up and delivery of safe spaces for women from Black and Minority Ethnic communities to support them to have increased access to support and services that meet their need and aspirations.

The postholder will help us successfully implement and support the delivery of the Our Voices project to set up a network of peer groups across the three boroughs and identify models of mental health and wellbeing that are culturally aware and appropriate for the client group. The post holder will work with local faith centres, Faith Leaders, community groups and local services to raise awareness of mental health and reduce the stigma and barriers to accessing support for women’s mental health and develop peer support groups across the network. Our aim is to create "safe spaces" for Muslim women to share their challenges and experiences of mental health and wellbeing within their community, share their stories through the process of storytelling and listening to action.

**Our Voices In-reach, Access and Engagement Model**

# Primary Responsibilities

# To contribute to the development of Mind in Tower Hamlet and Newham, Mind in Redbridge Anti-racist strategy and policies and ensure they are operating in line with these, and these are endorsed and encompassed within their daily work.

# To continue to develop our model of In reach, Access and Engagement to engage with seldom heard, BAME and faith communities to develop community assets to improve mental health and access to mental health support and services.

1. To identify and develop key relationships with local faith centres and community partners in Tower Hamlets, Newham and Redbridge and establish the key mental health challenges for BAME and Muslim women.
2. To lead the Our Voices team including the Peer Leaders to facilitate culturally and faith appropriate mental health aware workshops to faith centers and community groups who work with Muslim Women.
3. To ensure mental health awareness workshops within local community spaces and reach in to communities that are seldom heard and who do not access mental health services or who have poor outcomes and experiences in the mental health system.
4. To coordinate the development of bespoke workshops, including Confidence building, Tree of Life, My journey through recovery as examples and ensure that session are well planned and evaluated
5. To promote the "Our Voices" program across Tower Hamlets, Newham and Redbridge
6. To work with Community Leaders to identify and set up "safe spaces" within each borough where they can discuss mental health and wellbeing as well as the barriers facing women in their respective communities.
7. To develop our model of Inreach, Access and Engagement by ensuring Co production is at the heart of the project by coordinating quarterly listening campaigns with each group, focusing on mental health and wellbeing and to develop and deliver the "Our Voices" 6 - 8 week program with Faith Centres/community partners.
8. Development of the Toolkit with each group and establishing tools for wellbeing that are bespoke to each peer group
9. To set up and deliver community mapping exercises with each peer group to identify what services are accessible and identify gaps in provision.
10. To support the delivery of peer led wellbeing sessions where participants collectively decide the themes which are co-produced.
11. To coordinate the evaluation of the project and ensure that each group and events has evaluation opportunities built into the delivery
12. Complete monitoring and evaluation reports for the Mental Health Services Manager on a monthly and quarterly basis to ensure that our funding requirements are met.
13. Delivery of the Peer Leadership training programme for people with lived experience to develop the skills and knowledge to take a leadership role and facilitate each safe space group.
14. Coordinate the delivery of a collective "Our Voices" Network Listening event and women’s retreat, which brings each group together to share their stories and successes.
15. Establish the key priorities and challenges for the network and to raise this within each local borough
16. Plan and deliver a key stakeholder event to share our learning and successes
17. To support the Mental Health Services Manager and Senior Leadership team in bid writing and funding applications

**Staff Management**

1. To provide leadership and management to the project staff and volunteers rough informal check ins, regular supervisions and groups supervision
2. To ensure HR procedures are adhered to including Annual Leave, Sickness Management, Code of Conduct/Ethics.
3. To ensure staff and Volunteers are supported through personal development and training opportunities

**Duties required of all Employees:**

# Undertake the induction programme as devised and assist in induction of new staff, if requested to do so

# Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required.

# Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager

# 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.

1. Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
2. To carry out other duties consistent with the post
3. 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

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**Our Voices Project Coordinator - Person Specification**

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.

|  |  |  |
| --- | --- | --- |
| **Qualification** | | |
| 1. | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
| **Experience** | | |
| 1.. | Demonstrable experience of working and engaging with diverse and seldom heard communities | E |
| 2. | Demonstrable and substantial experience of working in mental health services | E |
| 3. | Working knowledge of the principles of co-production, involvement, and peer work within mental health services | E |
| 4. | Experience of setting up and delivering monitoring and evaluation activities | E |
| 5. | Experience of managing and setting up events, activities, and training. |  |
| 6 | Significant experience of managing staff and volunteers |  |
| **Knowledge** | | |
| 7. | An understanding of Mental illness and the impact it can have on individuals, carers and their families | E |
| 8. | Knowledge of anti-discriminatory practices and the ability to challenge for change | E |
| 11. | An understanding of the barriers to accessing mental health services for people from racialized and marginalized groups, and the intersections of people identity and mental health. | E |
| **Abilities and skills** | | |
| 12. | Excellent written and verbal skills with the ability to write reports for senior management and funders. | 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 |
| **Personal Circumstance/Attributes** | | |
| 19. | Enthusiasm, Probity, Industriousness | E |
| 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, inclusion, and diversity | E |