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**Job Description**

**Our Voices: In Reach and Engagement Project Worker**

# Job Title: In Reach and Engagement Project Worker (Our Voices)

**Grade:** NJCSCP 14, currently £28,644 per annum, inclusive of Inner London Weighting. Based on 21hrs per week, currently £17,186.40 pa (Inc ILW)

**Hours:** Part-time,21 hrs per week(may include some evenings and weekends)

**Supervised by:** In-Reach and Engagement Co-Ordinator (Our Voices)

**Location:** Open House, 13 Whitethorn Street, E3 4DA and in the community

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

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

**About Mind in Tower Hamlets and Newham**

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 leading a better life.

**Background**

We work with communities from diverse backgrounds and continually invest in building an inclusive organisational culture with diverse leaders through active Listening, Learning and Leading. Over the last 18 months we have explored racism and discrimination and the impact that this has had on the lives of our clients and staff. We have co-produced a project in Redbridge for Muslim Women in collaboration with the Woodford Mosque, and we have successfully secured funding for 9 months from National Mind to further develop our work across Tower Hamlets, Newham and Redbridge.

**Purpose of Role**

This is a new role which will work collaboratively with the MITHN's Mental Health Services team to increase access to mental health and wellbeing support for Muslim women across Tower Hamlets, Newham and Redbridge. The postholder will support the development and delivery of our program of in reach, access and engagement and work for seldom heard communities to co design and co-produce bespoke models of interventions with Muslim Women.

A key for this role is an emphasis is to enable service users to have increase control and develop resilience in their recovery and to support them in a holistic way to better health and wellbeing.

Our Voices model

The postholder will help us support the delivery of the Our Voices project and the 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 mosques, Imams, 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.

**Key Responsibilities**

1. To support the Peer Workers and Coordinator to facilitate culturally and faith appropriate mental health aware workshops to faith centers and community groups who work with Muslim Women.
2. Provide support, guidance and information to the network of peer leaders
3. Host mental health awareness workshops within the mosques and local community groups
4. To provide culturally appropriate and aware 1:1 support for up to 20 clients at anyone time, signposting and connecting to local services and resources to support the wellbeing of clients.
5. To develop and deliver bespoke workshops, including Confidence building, Tree of Life, My journey through recovery as examples.
6. To promote the "Our Voices" program across Tower Hamlets, Newham and Redbridge
7. To work with Muslim women 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.
8. Set up listening campaigns with each group, focusing on mental health and wellbeing and to develop and deliver the "Our Voices" 6 - 8 week program with four Mosques/community partners.
9. Coproduce the model of delivery and explore the development of the Toolkit with each group and establishing tools for wellbeing that are bespoke to each peer group
10. To set up and deliver community mapping exercises with each peer group to identify what services are accessible and identify gaps in provision.
11. Host weekly Wellbeing sessions where participants collectively decide the themes which are co-produced.
12. Carry out monitoring and evaluation activities with each peer groups
13. Complete monitoring and evaluation reports in a timely fashion
14. Work with the Peer Services coordinator to identify peer leaders within each safe space and carry out 1:1's with each potential Peer Leader.
15. Connect "Our Voices" groups with wider opportunities in each borough
16. To work with the Peer Services team to deliver 1:1 Personal development plans with Peer Leaders
17. Develop opportunities for Peer Leaders to Co facilitate groups internally and externally
18. Share learning from "Our Voices" network internally and with local minds via a National Mind Webinar
19. Delivery of a collective "Our Voices" Network Listening event, which brings each group together to share their stories and successes.
20. Establish the key priorities and challenges for the network and to raise this within each local borough
21. Plan and deliver a key stakeholder event to share our learning and successes

**Duties required of all Employees:**

1. 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.

# Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham

# To carry out other duties consistent with the post

# 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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**In-reach and Engagement Project Worker (Our Voices)**

**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.

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| No. |  | **Essential/****Desirable** |
| Qualification |
|  | Qualified to at least degree level/level 4 Health and Social care or an equivalent | E |
| Experience |
|  | Substantial and demonstrable experience of working with diverse and/or faith communities | E |
|  | Experience of supporting diverse women within 1:1 and group settings to build confidence and awareness of mental health and wellbeing  | E |
|  | Experience of developing and delivering activities and workshops which are coproduced with people with lived experience | D |
| **Knowledge and Skills** |
|  | Excellent written and verbal communication skills and the ability to communicate complex information clearly and persuasively to a wide audience | E |
|  | Ability to supervise volunteers and peer leaders. | E |
|  | Knowledge and understanding of the issues facing Muslim women and their families in relation to mental health and wellbeing and the barriers to accessing services. | E |
|  | Demonstrable ability to support co-production of solutions with a wide range of key stakeholders  | E |
|  | Ability to use Microsoft Office and be administratively self-servicing and demonstration of key self-management skills | E |
|  | Ability to maintain accurate records and to provide information required for monitoring  | E |
|  | Fluent in a second language such as Arabic, Somali, Urdu/Bengali | D |
| Personal Attributes |
|  | A leader on equality of opportunity who values diversity and removes barriers to equality | E |
|  | A confident and resourceful individual, who can operate in a complex, multi-disciplined environment and who has the credibility because of what they do and how they do it  | E |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Demonstrable ability to engage with people from all backgrounds and with different levels of understanding | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | D |