Mental Health Foundation
Job Description

Communication & Engagement Officer
August 2016
Dear Applicant

We are a leading UK charity in the field of mental health. For 65 years we have been the source of fresh thinking about mental illness, learning disability and wellbeing. We have always drawn on the expertise of professionals and academics, and led the way in recognising the knowledge and insights of people with lived experience of these issues. We were one of the first organisations to talk about public mental health and to promote its importance.

The Foundation runs focused research and delivery programmes, aimed at identifying solutions to share more widely. We base our work on evidence. Where evidence is lacking we research, pilot and evaluate fresh approaches. We are discerning and passionate at the same time in our quest for answers and impact.

Thanks to the support of our donors, funders and benefactors, we are independent. This gives us the freedom to speak truth to power. We are prepared to take a stand on issues that may be unrecognised or unpopular, wherever we know that the case for change is strong.

We believe in the fundamental right to effective healthcare and support for people experiencing mental illness or learning disability and in their right to be heard and treated without discrimination or stigma in all aspects of their lives.

We provide reliable clear information that helps everyone to understand how to support their own mental and emotional well-being; to help the people they care about to do the same; and to take steps as active citizens to ensure that their community and our society achieves well-being.

Please see the attached information pack for more details and visit our website at www.mentalhealth.org.uk. Once you have had the opportunity to find out more about us, I hope you will be inspired to join us.

I look forward to receiving your application.

With best wishes

Jenny Edwards CBE
Chief Executive
About the Mental Health Foundation

Throughout the last 65 years we have pioneered new ways of looking at mental health and how to improve the lives of people experiencing mental illness.

Our Vision

Our vision is of a mentally healthy world, free from the suffering caused by mental illness.

Our Mission

Our mission is to help people survive, recover from and prevent mental health problems.

Our Values

Our values are set out in terms of our broad social values, which underpin our mission, and our business values that govern the way in which we aim to work. Our core values are:

- Knowledgeable
- Passionate
- Practical
- Courageous
- Innovative

How does the Mental Health Foundation work?

- We research the best ways of tackling mental health problems.
- We turn our research into simple, positive, practical approaches that anyone can take.
- We work with mental health professionals to improve the way people are treated and cared for.
- We campaign to change the way that mental health is viewed in our communities and society through high profile media campaigns and lobbying Government for change.
- We develop simple ways for everyone to look after their own mental health and prevent mental health problems.
- We reach millions of people across the UK each year with our information.

The Mental Health Foundation incorporates the Foundation for People with Learning Disabilities.
Employment Benefits

Pension (non-contributory)
The Mental Health Foundation considers it is important to encourage people to save for their retirement and as such provides staff with a 2% contribution as part of auto-enrolment from 3 months service. After successful completion of a probation period this contribution increases to 10% non-contributory.

Employee Assistance Service
At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members the Foundation provides an independent and confidential counselling and information telephone service. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

Wellbeing Days
Staff may take up to 3 days per annum for their personal mental health needs.

Annual leave
Staff receive 25 days annual leave plus bank holidays, rising to 27 days after 5 years service.

Christmas leave
Staff will receive an additional 3 days leave at Christmas when the office closes between Christmas Day and re-opens after New Years Day. This is in addition to the annual leave entitlement.

Life Assurance Scheme
Staff will receive death in service life cover at four times their annual salary.

Child Care Vouchers
This is a flexible way to meet the costs of your childcare. These vouchers are non-taxable and exempt from National Insurance contributions and therefore present a saving for employees.

Available following a qualifying period:

Family friendly leave
Enhanced maternity pay is in place of 6 weeks full pay, 20 weeks half pay + SMP, and 26 weeks at SMP only.

Flexible working/work life balance
The right to request flexible working is available to all employees. There are a number of different flexible working arrangements available throughout the organisation, which can be arranged by mutual consent.

Season ticket loan
Interest free loans are available to purchase season tickets for the journey between home and work.

Cycle to Work Scheme
The Cycle to Work scheme is a UK Government tax exemption initiative introduced to promote healthier journeys to work and to reduce environmental pollution. Employees will be able to purchase a bike of a value of up to £1,111 tax free.
How to apply

To apply please send your completed application form and an equal opportunities monitoring form by **10am on 29th August 2016** to: vacancies@mentalhealth.org.uk

Please note application forms need to be fully completed. CVs should not be submitted and will not be accepted for shortlisting.

The selection process

Shortlisted candidates will be invited to interview provisionally on **6th September 2016**.

Please note that this role is subject to a PVG check and suitable references.

Location

The interview will be held at the Mental Health Foundation offices in Glasgow:

Mental Health Foundation
Merchant House
30 George Square
Glasgow
G2 1EG
In Care Survivors Support Fund

The post relates to the provision of a newly defined In Care Survivor Support Fund Scotland (ICSSF) and its development and delivery as outlined in the specification. The fund is provided by the Scottish Government to support people who were abused in Scotland while in care as children.

Management of the fund is via an alliance that includes Penumbra, Health in Mind, Mental Health Foundation, and Glasgow City Health and Social Care Partnership supported by a further 26 organisations that provide services for survivors across Scotland.

Background
The Scottish Government’s Survivor Scotland Strategic Outcomes and Priorities 2015-17 policy framework (http://www.gov.scot/Publications/2015/10/3487) sets out a clear vision and commitment to Survivors being supported to have equal access to integrated care, support and treatment resources and services which can reduce the impact of the inequalities and disadvantage experienced as a result of abuse. The framework includes three overarching aims:

- To raise awareness of the long term consequences of interpersonal childhood abuse.
- To improve resources and support services for survivors to enhance the health and wellbeing of survivors.
- To develop a national approach to training and skills across the workforce to enable them to respond to the needs of survivors.

Survivors want their support to be person-centred and lifelong with the survivor at the heart of the process. The Fund will enable survivors to forge new links and develop innovative approaches to meet their needs. Support will be person-centred and personal outcomes, rather than service led.

What is the purpose of the support fund?
Survivors have said that they need services that are designed around their own individual needs, including: counselling, social support, psychological trauma support, housing and benefit advice, as well as enabling access to records, work and education. The In Care Survivor Support Fund will work with survivors and the services that support them to expand and enhance existing survivor support. It will offer survivors personalised care and treatment based on their individual needs, aspirations and personal goals, and provide a full range of services across Scotland, including rural areas.

The fund will offer a person-centred, outcomes-based approach that identifies what matters to survivors. This will lead to needs-based assessments and the development of care, support and recovery plans using I.ROC and the HOPE framework. The support fund recognises that survivors’ needs are unique to the individual and may include a wider range of outcomes, including: health, social, employment or education needs / goals. The personal outcomes approach puts people at the centre of their own support.
How will the support fund work?
The fund will provide a bespoke package of care, treatment and support, achieved through the co-ordination of new and existing services, to enable the survivor to achieve their personal outcomes. Through the Support Fund, survivors will be offered support from an appropriately trained and trauma informed personal outcomes support co-ordinator, who will work with the survivor to identify their needs and the personal outcomes they wish to achieve. The support co-ordinator will work with the survivor to develop an individual package of treatment, care and support, which will be provided through the co-ordination of different services that meet the needs of the survivor.

An important aspect of the Fund is ensuring the engagement of survivors in its development and delivery.
Job Description

Job title: Communication & Engagement Officer
Reporting to: Communication & Engagement Manager
Responsible for: Potentially session staff and volunteers
Directorate: Scotland (Glasgow office)
Job location: Merchants House, 30 George Square, Glasgow, G2 1EG
Hours: 35 per week
Salary: £27,697 per annum
Contract length: 5 years funded post

Main purpose of role:
The Communication & Engagement Officer will play a key role in the success of the In Care Survivor Support Fund. Working closely with internal and external stakeholders, the role will support the development and implementation of an engagement and communication action plan with core stakeholders namely: survivors (including those not currently accessing support), The Scottish Government, partners and community organisations (statutory and 3rd sector), the media and internal staff working to implement the In Care Survivor Support Fund.

Main tasks

- Implement day to day survivor engagement activities ranging from consultation to meaningful involvement opportunities as part of the continuous improvement cycle which is a fundamental part of the Fund.
- Support the development of new and innovative ways to inform survivors and partner organisations about the Fund, and learning that emerges from it, including use of social media and the arts e.g. the Scottish Mental Health Arts and Film Festival.
- Engage with organisations to learn about the Fund and how to engage clients and service users to access the fund.
- To assist the Communication and Engagement manager in coordination and planning of events and conferences to engage professional groups to raise the profile of the Fund and impact on professional practice.
- To support the wider Alliance partnership in joint activities under guidance of The Communications and Engagement Manager.
- To contribute to the production of promotional material for the Fund including website copy, leaflets, and social media.
- To develop a clear understanding of the In Care Survivor Support Fund and support understanding of this context among colleagues and stakeholders.
- To assist the Communications and Engagement Manager to maintain information and collate data to inform Alliance research reports and briefings.
• Support the development of communications activities including the development of promotional materials for different audiences, website content and information, social media, public affairs and media activity as appropriate.

• A core part of this role will involve engaging with survivor groups, community agencies, varied public sector agencies and professional bodies to explain the fund and how to access it or refer service user to it.

• **Management and Training**

  • Potentially oversee the management of volunteers or sessional staff
  • Utilise supervision and appraisal sessions with line manager to prioritise and evaluate work, receive feedback and assist with own personal development in line with the host organisation policies and procedures.
  • Participate in training arranged by the In Care Survivors Support Fund as agreed with the line manager.

**Legislative Requirements**

• Carry out all duties in accordance with Health and Safety, Equalities (including Disability, Race Relations Amendment legislation) and report to line manager any concerns or issues.

**Staff Support**

• To work closely with staff involved in the project including those in the Mental Health Foundation and wider members of the Alliance [including Penumbra, Health in Mind, Glasgow City Health and Social Care Partnership, Scottish Government].

**Decision-making**

• Day to day decision-making regarding the effective operational delivery of all engagement work, within agreed work plans.
• Expenditure within agreed budgets.

**Other Duties**

• To attend and contribute to project meetings as required.
• To undertake additional duties as required from the Mental Health Foundation and wider Support Fund Alliance.
General

- To promote and support the achievement of the Foundation’s mission, goals and values.
- To act as a positive ambassador for the Foundation and the wider Alliance in all opportunities.
- To maintain a high standard of probity in professional, personal and financial matters, maintaining good relations with colleagues and external partners and to act in accordance with the Foundation’s Code of Conduct.
- To uphold and promote the Foundation’s commitment to equality and diversity and the value of lived experience.
- To undertake any other duties as may reasonably be required.

*This job description is not contractual and is liable to change over time*

Person Specification

**Skills and Abilities**

- Strong communication skills with the ability to engage a variety of external and internal audiences developing and applying innovative methodologies (Essential)
- Ability to support a panel of service users to inform the development of the ICSSF as part of a continuous improvement process (Essential)
- Able to engage thoughtfully and sensitively with survivors of in care abuse to access the fund (Essential)
- Capable of engaging effectively with different audiences using multiple approaches e.g. meetings, workshops, digital, etc. (Essential)
- Effective at building relationships with stakeholders and maintaining a strong network of contacts (Essential)
- Effective planning, organizational and time-management skills to implement project schedules within deadlines (Essential)
- Ability to provide accurate and timely reports and briefing on activities (Essential)
- A strong team player with a positive and energetic approach (Essential)
- Self-sufficient in the use of IT, including proficient use of Microsoft Office (Essential)

**Experience**

- Experience of working in community engagement on sensitive issues in public facing role (Essential)
- Experience of working with a range of stakeholders including hard to engage communities (Essential)
- Sensitive to the cultural needs of diverse communities (Essential)
- Experience of working with multi-disciplinary teams (Desirable)
• Experience of facilitating workshops and community presentations (Essential)
• Experience of producing and promotional material for print or web content (Essential)
• Experience of using social media for public engagement (Desirable)

Knowledge
• A good understanding of mental health including trauma and distress (Essential)
• Knowledge of the impact of childhood trauma and abuse (Desirable)

Qualifications
• A relevant undergraduate degree, or equivalent experience (Essential)

REQUIREMENTS OF ALL ROLES AT THE MENTAL HEALTH FOUNDATION

• Willingness to work flexibly to meet the reasonable needs of the Mental Health Foundation
• Commitment to working in accordance with the Mental Health Foundation’s values
• Prepared on occasions to work unsocial hours
• Self-sufficient in use of information and communications technology
• Ability to self-manage a full and varied workload.

COMPETENCIES FOR WORKING AT THE MENTAL HEALTH FOUNDATION

We expect all employees to be able to use these competences to a high level in their roles. During the recruitment process, at interview stage, we look for evidence of all these competencies.

• Expertise, knowledge and analysis
• Communication, influencing and promotion
• Relationships and partnership working
• Service focused
• Business aware
• Strategic thinking and decision making
• Leadership
• Adaptability and personal responsibility
• Innovative and creative
• Committed to personal development