

**Job Description – MHELO Coordinator**

**MHELO - Mental Health Experience Led Opportunities**

**Summary of the Role**

**MHELO is a network for people with lived experience of mental health issues, that runs engagement activities, consultation sessions and events. The Coordinator’s role is to support the smooth running of the group whilst ensuring that it is still very much led by its members.**

**Job Purpose: To support the smooth running of MHELO whilst ensuring that it is member-led and growing and developing the network into new areas of Gloucestershire.**

**Reports to: Engagement Manager**

**Main Duties and Responsibilities**

1. Facilitate and support the MHELO Network which is open to anyone with mental health issues utilising a variety of forums to facilitate this – face to face, telephone, social media, virtual forums, surveys etc.
2. Coordinate and support Operational Group meetings, at which strategic decisions are made and contract delivery is monitored. This includes supporting the group to set an agenda, sharing papers before the meeting and taking minutes
3. Coordinate and facilitate at least three events per year in partnership with others to provide face to face opportunities for information sharing, active engagement and co-production
4. Support MHELO’s involvement in the provision of mental health quality checking alongside Inclusion Gloucestershire
5. Capture data on the number of individuals involved in the network and the nature and level of active involvement
6. Service a regular telephone feedback line and ensure cover for the line when regular personnel are unavailable
7. Work closely with the voluntary Chair of MHELO and voluntary steering group members
8. To liaise with the Project worker on the Volunteering project to provide updates and identify support needs for volunteers.
9. Support MHELO to work alongside the County Council and Clinical Commissioning Group’s Integrated Disabilities Commissioning Hub to coordinate Mental Health Stakeholder Events.
10. Support MHELO to create, update and follow a Business Plan and have appropriate governance arrangements in place
11. Manage the MHELO membership database, email account and social media, including keeping the mailing list and social media followers updated about upcoming meetings and events.
12. Actively publicise and market the network and be a first point of contact in order to increase awareness and grow membership
13. Support MHELO to undertake marketing, publicity, and engagement with a wider network of individuals and partners. This will include sharing information from other agencies to enable individuals to be aware of other local services
14. Support MHELO in fundraising efforts for both one-off events/projects and longer term sustainable funding.

This role may require some evening and weekend work

This role profile is not exhaustive and may be subject to change to meet the operational needs of the organisation.

**Essential Skills/Experience/Attributes**

**N.B. Those items marked \* will be used as shortlisting criteria for this post**

* Knowledge and understanding of mental ill health\*
* Knowledge of and commitment to co-production\*
* Able to plan and coordinate events and meetings\*
* Confident with using social media platforms as a method of engagement and information sharing alongside using other virtual methods of comminating\*
* Able to coordinate a range of people with varied skills and experience
* Able to plan, manage workload, prioritise tasks and meet deadlines and support others to do so\*
* Confident running activities alone and able to work without supervision
* Positive, resilient, calm and able to use initiative\*
* Able to keep clear notes and reflect on and analyse feedback, reviewing for themes\*
* Competent in IT and good standard of written English including creating presentations and writing reports and good numeracy skills\*
* Excellent communication skills and ability to easily build rapport with individuals, staff, managers and partners
* Ability to show empathy and active listening skills
* Able to work without supervision and use initiative\*
* Trustworthy and able to handle confidential information
* Enthusiastic and able to get others enthused and involved in MHELO
* Reliable
* Positive
* Willing to learn and open to new opportunities
* Friendly, caring and understanding
* Understanding of safeguarding and health and safety (training will be provided)
* Able to travel throughout the county
* Able to work flexibly with some evening and weekend work

**Desirable Skills/Experience**

* Experience of supporting or working with people with mental ill health
* Experience of organising events and/or consultation settings
* Experience of raising funds for a charity or not-for-profit organisation

**Values and Personal Beliefs**

Inclusion Gloucestershire is driven by its values, at the heart of all that it does. Teams are expected to share and demonstrate these values:

* Make sure everyone is involved and included
* Empower choice and control through peer support and place experts by experience at the centre of our delivery
* Challenge when things aren’t right and give people with disabilities a strong voice
* Treat people fairly and always behave in a way that is honest and trustworthy even when nobody is looking
* Be a caring and professional organisation who work together towards shared goals
* Work together to deliver exciting new ideas and support each other, our members and our community.

March 2021