

**Job Description –** **Project Coordinator**

**Community Mental Health Transformation**

**Summary of the Role:**

Inclusion Gloucestershire are funded by Gloucestershire Health and Care Foundation Trust to coordinate involvement of people with lived experience in the ongoing transformation of community mental health services in Gloucestershire.

As part of Community Mental Health Transformation, voluntary and community organisations have been working in partnership – together with each other, and together with the NHS and council – so that people experience joined up help in their community that meets their needs.

The goal of the transformation of community health services is personalised and holistic support that improves the experience and quality of treatment and support for service users, carers and families.

**Job Purpose:** To organise and facilitate the active and meaningful participation of people with lived experience of mental ill health in the development of community mental health services. The Project Coordinator will workalongside, and support Experts by Experience (people with lived experience) to have an active role in coproducing and co-delivering.

**Reports to: Project Manager**

**Main Duties and Responsibilities**

* Organise and facilitate people with lived experience of mental ill health to have an active role in the transformation of community health services and supports in Gloucestershire.
* Co-deliver engagement, alongside Experts by Experience, with people experiencing mental ill health in Gloucestershire.
* Organise and schedule engagement activity and work with experts by experience and the programme team to ensure that engagement can take place and are accessible and reflective of diverse populations.
* To actively publicise and market the opportunities for people to be involved in the transformation project and be a first point of contact in order to increase awareness and grow participation.
* Support Experts by Experience to prepare for the engagement including interacting with people with lived experience.
* Record all information gathered during the engagement using the agreed frameworks and tools.
* Review your findings with the Expert by Experience and Project Manager to inform analysis and report collation.
* Write an accurate and comprehensive report based on engagement conducted.
* Support sharing of report and findings through a range of networks and forums.
* Coordinate the People’s Representative Action Board (coproduction group) facilitating agenda’s and minute taking.
* Support Experts by Experience to participate in collaborative decision making.
* Support Experts by Experience to value and appreciate different perspectives whilst retaining a confidence to represent the views of those with lived experience and challenge others constructively as required.
* Support Experts by Experience to participate as active members in specific working groups, co-production group, events and workshops and ensure the voice of lived experience is represented.
* Be aware and act on the need to report safeguarding concerns (this may include providing some initial support to individuals in the office, before passing on to the Safeguarding Lead).
* Advocate for Inclusion Gloucestershire and its projects at meetings and events and within your own appropriate networks.

**Line management of Experts by Experience:**

* Working according to the values of the organisation, promoting a strength-based and inclusive approach in support for your team.
* Providing day to day support for Experts by Experience including provision of emotional, technical, and physical support to enable Experts by Experience to best deliver their contributions.
* Providing formal and recorded one to one support at a minimum of four times per year for identified colleagues but tailored to individual need and in line with policy and procedure.
* Ensuring identified colleagues have an annual appraisal in line with policy and procedure.
* Supporting Experts by Experience to identify their skills and training needs.
* Authorise annual leave and other relevant HR processes for identified colleagues.

**General:**

* The role requires an ability to travel both within and outside the county. Any vehicles or drivers used will need to be insured for business purposes.
* There may be a requirement to be fully vaccinated against Covid-19 (unless medically exempt) dependent on government guidance in place at the time.

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

This role may require some evening and weekend work

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**Essential Skills/Experience/Attributes**

* Understanding of the needs of people with serious mental illness and their carers. \*
* Knowledge, experience of and commitment to co-production\*
* Knowledge of community mental health services\*
* Experience of supporting or working with people with mental ill health\*
* Experience of and ability to organise events, meetings and/or consultation settings\*
* Able to undertake engagement with people with lived experience and support others to do so: (carrying out interviews/focus groups using paper-based tools and in person and collation and evaluation)
* Able to keep clear notes and reflect on and analyse feedback, reviewing for themes
* Commitment to collaborative working including appreciating different perspectives and being focussed on solutions and constructive in approach
* Excellent communication skills including active listening, ability to represent others ideas and views and confidence to speak with others (including unfamiliar people)
* Able to show empathy and active listening skills.
* Able to enable emotionally safe environments.
* Able to manage potentially difficult conversations including defusing tension and conflict management/resolution.
* Trustworthy and able to manage confidential information. \*
* High standard of written English.
* Good communication skills and ability to easily build rapport with individuals, staff and managers.
* Excellent IT skills, including confidence in arranging video call meetings using Zoom and Microsoft Teams and supporting experts by experience to use this technology.
* Able to coordinate a range of people with varied skills and experience.
* Proven ability to meet deadlines in a fast-paced environment.
* Confident running activities alone and able to work without supervision

**Desirable Skills/Experience**

* Experience of a range of support services for people with disabilities, mental ill health, autism. This could be in the role of staff, management, family/carer or as a disabled person.
* Understanding of Safeguarding (training will be provided).
* Previous experience of formal line management.
* Ability to communicate by phone, email and internet video conferencing using other language(s)
* Ability to communicate with people who have disabilities and may not be able to communicate verbally.

**Values and Personal Beliefs**

* We are a user-led organisation, driven by the social model of disability, which sees people as disabled by society rather than by their impairment or difference.
* We make sure everyone is meaningfully involved and included.
* We empower choice and control through peer leads and place experts by experience at the forefront of our delivery.
* We challenge when things are not right and give people facing disabling barriers a strong voice.
* We believe it is right to treat people fairly and always behave in a way that is honest and trustworthy even when nobody is looking.
* We are a caring and professional organisation who work together towards shared goals.
* We work in partnership to deliver exciting new ideas and support each other, our members and our community.

