

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

**Community Mental Health Transformation – Co-Production Group**

**Summary of the Role:**

**As Project Coordinator, you will facilitate and support the active and meaningful participation of people with lived experience of mental ill health in the development of support and services in the community. Such support will be delivered in ways that are personalised and holistic and ensure that people with mental ill health get the right support at the right time.**

**As part of Community Mental Health Transformation, voluntary and community organisations will be 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 engage, recruit and support people with lived experience of mental ill health to have an active role in the transformation of treatment and support for people with mental ill health needs.**

**To facilitate participation of Experts by Experience in a co-production group and other forums as an integral part of Community Mental Health Transformation in Gloucestershire**

**Reports to: Director of Research, Strategy and Partnerships**

**Main Duties and Responsibilities**

1. Engage, recruit and support people with lived experience of mental ill health to have an active role in the transformation of community health services and supports in Gloucestershire
2. To ensure that the needs of a diverse range of people with lived experience are reflected in the transformation process
3. To champion innovation, improvement and empowerment
4. To 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
5. To support Experts by Experience to participate in collaborative decision making
6. To 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
7. To ensure that Experts by Experience are fully informed and have read any necessary papers or documentation
8. To demonstrate excellent communication skills including active listening, at all times.
9. To be able to summarise and reflect the views of people in a variety of forums in a concise and clear way and support others to do so
10. To be able to conduct research and support others to do so in order to ascertain information – this may involve paper-based enquiry and carrying out interviews/focus groups etc and then collating and evaluating the data collected
11. To offer formal support and training to Experts by Experience in line with organisational expectations
12. To support the line manager to create, implement and review an internal Project Plan
13. To support in the production of formal reports and evaluations
14. To safely manage the personal data of those participating in engagement processes.
15. To use social media, to enable followers to be updated about upcoming meetings and events.
16. 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
17. Help to keep participants and staff safe and confident in their surroundings and act on safeguarding and health and safety concerns in line with Inclusion Gloucestershire’s policies.
18. Advocate for Inclusion Gloucestershire and its projects at meetings and events and within your own appropriate networks.
19. Help foster a positive, supportive team culture for staff and participants alike and work in line with Inclusion Gloucestershire’s principles of being inclusive and user-led.
20. Complete appropriate training
21. Any other duties as reasonably required.

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**

* Knowledge and understanding of the needs of people with mental ill health and their carers
* Knowledge, experience of and commitment to co-production
* Knowledge of the health and care system.
* Experience of supporting or working with people with mental ill health
* Experience of and ability to organise events, meetings and/or consultation settings
* 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)
* Ability to easily build rapport with individuals
* Able to undertake lived research 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)
* Trustworthy and able to handle confidential information
* Ability to attend meetings either in person and virtually
* Ability to communicate by phone, email and internet video conferencing using English
* Ability to enable emotionally safe environments.
* Confident with using social media platforms as a method of engagement and information sharing alongside using other virtual methods of communication
* 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 people
* Ability to show empathy and active listening skills
* Ability to work without supervision and use initiative
* Trustworthy and able to handle confidential information
* Enthusiastic and able to get others enthused and involved
* Reliable
* Willing to learn and open to new opportunities
* Understanding of safeguarding and health and safety (training will be provided)
* Ability to travel throughout the county
* Ability to work flexibly with some evening and weekend work

**Desirable Skills/Experience**

* Experience of supporting, developing and training others
* Ability to communicate by phone, email and internet video conferencing using other language(s)

**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.

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