



Mind in Harrow

**MENTAL HEALTH USER  
INVOLVEMENT COORDINATOR**

**Maternity cover – Six Months Fixed-Term Contract**

**JOB DESCRIPTION**

**Aims of the Post**

To facilitate strategic involvement of service users in mental health services in Harrow, specifically in planning, reviewing services, and recruiting and training staff.

**Specific Objectives:**

- ❖ To recruit, train and support users for a range of strategic roles and tasks, which will offer them paid sessional work as User Representatives.
- ❖ To facilitate the Harrow User Group and the Quarterly Partnership Forum as a focus for users' views to be heard and taken forward.
- ❖ To network with professionals in Harrow Mental Health Service and Central North West London Foundation NHS Trust (CNWL), to ensure the user voice is heard.
- ❖ To manage other staff in the project

**A. Work with Users**

1. Listen to and link with users in the statutory services, and through the Harrow User Group.
2. With support from the User Involvement Support worker, be responsible for the Quarterly Mental Health User Forum to gain views on a range of topics and concerns.
3. Recruit users who are interested in working on different aspects of, for example, staff recruitment, training, committee work, monitoring of services.
4. Offer regular support to user representatives who serve on panels, planning meetings and on the Partnership Board.
5. Oversee the running of the Harrow User Group.

**B. Work with Organisations**

1. Attend strategic and operational meetings with reps to support them to put their views across and have their say.
2. In conjunction with the User Involvement Support Worker, ensure publicity for the project, including a Newsletter.
3. Liaise with CNWL HR Department and service managers for recruitment and selection panels and feed back the user experience.
4. Offer user-led mental health awareness training if required to professionals in the NHS Trust.

**C. Management of staff**

To line manage and supervise the User Involvement Support Worker and other part-time staff who may be employed in the project. At present these are the two Patients' Council Facilitators.

**D. General Duties**

1. Maintain suitable admin systems and a database in conjunction with the Support Worker and Mind administrative staff.
2. Manage, in conjunction with Mind Admin staff the payment of sessional fees to user reps.
3. Undertake, as do all staff, a regular turn on the Mind in Harrow Helpline,
4. To report to the Mind in Harrow Board and to the funders as required.

# **MENTAL HEALTH USER INVOLVEMENT COORDINATOR**

## **PERSON SPECIFICATION**

### **KNOWLEDGE**

- Equalities for mental health service users in a multicultural environment
- Models and principles of user empowerment
- Current thinking in the broader health and social care economy
- Issues in local statutory mental health service provision and commissioning

### **SKILLS**

- Capacity to work at a strategic level
- Organisational and administrative skills
- Ability to facilitate groups
- Excellent communication skills, verbal and written
- Presentation skills
- Training and mentoring to support users to develop a range of skills to represent their peers
- Staff management
- Publicity
- Computer literacy
- Managing boundaries

### **EXPERIENCE**

- Project management
- Networking and liaison
- Work with users in a mental health setting
- Work with different ethnic groups
- Advocacy
- Empowering service users to work strategically
- Dealing effectively with conflict

### **PERSONAL QUALITIES**

- Pro-active in considering and addressing issues
- Direct experience of using services may be an advantage
- Empathy and sensitivity to users' experiences
- Critical and reflective thinking

## **ADDITIONAL INFORMATION**

### **Conditions of employment**

In light of recent legislation (Section 8 Asylum and Immigration Act, January 1997), as a condition of being able to commence employment with Mind, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National insurance number
- Birth Certificate or British passport
- Certificate of registration or naturalisation as a British citizen
- Passport or documentation evidencing citizenship of an EEA country

### **Appointment**

The appointment is subject to two satisfactory references, CRB disclosure and a probationary period of six months.

### **Salary (including Outer London Weighting)**

Maternity Cover six months fixed-term contract. 24 hours per week. Scale Point 32, £28,800 per annum pro rata. Inflation increase for 2010-11 pending. (£19,749 Actual Total Pay per annum for 24 hours per week post).

### **Hours of work**

Mind in Harrow operates a flexible working hour scheme whereby staff can vary the time they start and finish work within the parameters agreed by their line-manager. However, the normal hours of work are 9.00 am to 5.00pm Monday – Friday. Preferable days of work for this post are Wednesday – Friday.

**Holidays** - 26 days plus public holidays pro rata.

### **Mind in Harrow pension scheme**

Mind in Harrow operates an Occupational Pension Scheme with the Pensions Trust and makes employer contributions at 7.5% of gross salary.

**Sick pay** - Mind in Harrow offers a sickness benefit scheme.

### **Application forms should be returned to:**

Recruitment Admin, Mind in Harrow, 8 Havelock Place, Harrow HA1 1LJ. e: [info@mindinharrow.org.uk](mailto:info@mindinharrow.org.uk)

**Please note that the closing date for applications is Wednesday, 24 March 2010 at 5pm.**