

HeadsUp Project Coordinator Job Description

Salary:	£31,240per annum
Reporting to:	Mind in Harrow Service Manager
Accountable to:	Mind in Harrow Trustee Board
Hours:	35 hours per week
Location:	Schools, colleges and youth services with an office based at Mind in Harrow in central Harrow
Contract Period:	1 year initial contract to December 2020, plus 2 further years subject to funder approval

Aim of the project

To improve the mental health of young people in Harrow by:

- Coordinating the delivery of a peer volunteer-run workshop programme to offer outreach and early intervention for young people aged 14-25 to improve mental health coping strategies and self-care.
- Leading four consortium partner organisations to offer seamless access for young people to specialist mental health support.

Key Tasks

The Outreach & Early Intervention Coordinator will:

- 1) Market and promote the HeadsUp Project
- 2) Recruit young people with lived experience of mental health in Harrow and train them as workshop facilitators
- 3) Support and supervise a team of peer volunteers
- 4) Leading on multi agency and partnership work with public, statutory and voluntary sector organisations
- 5) Coordinate the operational day-to-day delivery of the HeadsUp Project
- 6) Contribute to the Information Helpline Service
- 7) General duties

1) Market and promote the HeadsUp Project

- Develop a project marketing strategy in collaboration with consortium partners and monitor activity to achieve project targets including target audiences and promotional reach.
- Market and promote the HeadsUp project consortium service using the agreed branded materials (on-line, printed, presentations) to schools, colleges and youth service.
- Ensure consortium partners have access to and make appropriate use of project marketing materials.
- Co-ordinate the organisation and delivery of a programme of mental health workshops for young people, including the negotiation of use of venues and facilities of schools, colleges and youth services for on-site delivery.
- Develop and maintain excellent relationships with a range of partner organisations providing support to young people in the local area, including schools, colleges, youth centres and universities.
- Develop and maintain excellent partnership working relationships with a wide range of local statutory and voluntary sector organisations, including public health and mental health commissioning staff.
- Lead on marketing the consortium project through Instagram, Facebook and Twitter – supervising social media volunteer

2) Develop, manage and deliver training

- Recruit young people (18-30) from Harrow with lived experience of mental health from a variety of sources who are interested in becoming workshop facilitators.
- Deliver an annual 'Train the Trainer' programme with young people to enable them to become peer volunteer mental health workshop facilitators.
- Assess the participants' presentations and written assignment to ensure that they are confident and competent to delivery sessions.
- Train participants in evaluation methodology and techniques on qualitative/quantitative feedback for their delivery of workshop sessions.
- Evaluate participant satisfaction with the effectiveness of the training programme and assist with coordination of an annual focus group for peer volunteer feedback..
- Develop tailored mental health workshop modules for targeted audiences in collaboration with specialist consortium partners, e.g. self-harm, ADHD & autism, LGBT, refugees/asylum-seekers.

3) Management of peer volunteers

- Support and line manage a team of peer volunteers with direct personal experience of mental health problems to deliver mental health workshop sessions in Harrow.
- Provide the peer volunteers with induction and to support them in successfully completing the training course.
- Provide the volunteers with an individual support to plan and achieve their goals beyond their involvement with the project.
- Organise and facilitate regular support meetings for the volunteers to share their experiences, learn from each other and develop the project at a local level.
- Maintain up-to-date records of volunteers using Mind in Harrow's data management systems.
- Support volunteers in their progression in the final stages and beyond of the project.

- Maintain a good understanding of support and services available to young people in the local area and equip the volunteers with this knowledge so that where necessary young people can be signposted effectively.
- Supervise and support lead volunteer

4) Coordinate the operational day-to-day delivery of the HeadsUp Project with consortium partners

- Conduct triage assessment of all referrals to the project Single Point of Access and coordinate access to the four specialist mental health consortium partners.
- In conjunction with the Mind in Harrow senior management team, contribute to the successful delivery of the consortium project in accordance with the delivery plan arrangements and targets.
- In conjunction with the Mind in Harrow senior management team, ensure that the consortium partners adhere to all joint working agreements and shared protocols.
- Contribute to the coordination of the Project Quality Control and Planning Group.
- Maintain regular, effective communication with consortium partners and facilitate shared learning for the benefit of the project as a whole.
- Assist with collection of diversity data collection for beneficiary (ethnicity/gender/sexual orientation/mental health/refugee status etc) and outcome evaluation data from project delivery in accordance with agreed formats.
- Assist with collation of timely and accurate information for the purposes of project reporting to the funder.
- Assist the senior management team monitor and address any challenges with overall performance information for the consortium project.

5) Contribute to the Information Helpline Service

- Undertake Telephone Helpline Service induction training.
- Contribute to our Telephone Helpline Service as a core function of your role in accordance with our rota system and policy.
- Contribute to the senior duty manager rota in accordance with our Senior Worker policy.

6) General Duties

- Maintain record systems in compliance with Data Protection, DBS checks and other legal requirements
- To promote the work of Mind in Harrow and positive understanding, awareness and attitudes towards mental health.
- Assist with some Mind in Harrow joint project events and activities.
- Assist with some Mind in Harrow shared and generic 'single point of referral' service information provision or assessment tasks, when implemented.
- To work flexibly, being prepared to perform other duties commensurate with the role, which may include new areas of operation following consultation.
- Work at all times to promote equality, diversity and individual rights.
- Ensure compliance with National Mind's Quality Management in Mind.
- To work alongside and ensure active service user and carer participation in all aspects of work including design, implementation and monitoring of activities.
- To work in line with Mind in Harrow's Codes of practice and maintain good relationships internally and externally.
- Undertake any other duties identified which are generally compatible with the function of the post

HeadsUp Project

Young People Outreach & Early Intervention Coordinator Person Specification

	Essential	Desirable
EDUCATION	<ul style="list-style-type: none"> Recognized Training Qualification Tertiary qualification or equivalent in health or social care 	
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of, and commitment to, promoting Equal Opportunities and Diversity Strong commitment to people with mental health problems running services Marketing strategies to market training workshops to a variety of organisations Confidentiality, Data Protection Policies and record-keeping Good working knowledge of MS Office Good working experience of partnership and consortium working (Outlook, Word, PowerPoint) and customer databases 	User & carer involvement in service development or monitoring
SKILLS	<ul style="list-style-type: none"> Good interpersonal skills to communicate effectively with a wide range of people Understanding of, and commitment to, developing wellbeing & emotional resilience in young people Ability to motivate, and support the development of, volunteers in accordance with good practice Good written & oral communication skills Negotiation, influencing and PR skills Ability to evaluate and measure learning, personal and mental health outcomes Excellent organisation and time management skills Ability to deliver a project set within clear timescales 	
EXPERIENCE	<ul style="list-style-type: none"> Experience of working with young people and/or people with mental health problems Experience of managing & supporting volunteers – understanding their unique role Experience of working within community based services Developing bespoke training packages to customer expectations Working with different BME community groups Experience to manage and coordinate diverse partnerships 	<ul style="list-style-type: none"> Personal experience of using mental health services Experience developing new projects

Special Conditions	<ul style="list-style-type: none"> • Ability to work flexibly in order to meet the needs of the organisation, which will include some evening and weekend working 	Car usage for work purposes
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Flexibility and initiative • To be punctual and reliable • Resilient and able to work well under pressure 	

ADDITIONAL INFORMATION

Conditions of employment

In light of 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 a probationary period of six months.

Salary (including Outer London Weighting)

1 year fixed-term contract until December 2020, 35 hours per week. Scale Point 32, £31,240 per annum. Continuation of this post for a further two years subject to funder decision.

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. The normal hours of work are 9.00 am to 5.00pm Monday – Friday, however this post will include some evening and weekend working.

Holidays (including Public Holidays)

26 days pro rata, plus public holidays.

Mind in Harrow pension scheme

Mind in Harrow operates an Occupational Pension Scheme with the Pensions Trust and makes employer contributions at 4% of gross salary.

Training allowance

We offer all staff a person-centred approach to Continuous Professional Development (CPD) through access to an annual individual training allowance calculated as 4% of gross pay.

Sick pay

Mind in Harrow offers a sickness benefit scheme.

Application forms should be returned to:

Recruitment Admin, Mind in Harrow, 132-134 College Road, Harrow HA1 1BQ OR e: info@mindinharrow.org.uk

Please note that the closing date for applications is Closing date:

Tuesday 3rd September at midnight

Interviews to be held on week commencing:

1st stage Friday 13th September