

## **Mind in Harrow**

### **MENTAL HEALTH INFORMATION & ADVOCACY COORDINATOR**

**'SWISH' (SUPPORT & WELLBEING INFORMATION SERVICE HARROW)  
&  
'ON YOUR SIDE' PROJECT**

**28 hours per week**

### **JOB DESCRIPTION**

#### **Job purpose**

To promote the wellbeing and resilience of Harrow residents experiencing mental health problems and those caring for them in partnership with local charities and communities.

**SWISH** (the Support & Wellbeing Information Service Harrow) will offer:

- A specialist mental health information service through a range of communication channels and in partnership with other local information providers to deliver the Care Act Information & Advice Service for Harrow.

**On Your Side** (OYS) will offer:

- A peer advocacy and information service to people experiencing multiple barriers, enabling them to access support and navigate the welfare and mental health systems.

#### **A. Promoting the Service**

- Support the development and distribution of service publicity materials in accord with an agreed communications plan and in co-ordination with project partners and Mind in Harrow's portfolio of services
- Actively engage with a diverse range of community groups, professionals, forums and service providers to promote the service to target audiences, improving access by disadvantaged and excluded audiences
- Maintain and develop network contacts, streamlining referral pathways and promoting/representing SWISH/OYS and Mind in Harrow.

#### **B. Recruit, Train & Support Service Volunteers**

- Recruit, interview and train service volunteers to develop and sustain a committed and competent volunteer team, in accord with Mind in Harrow's policies and procedures
- Complete a risk assessment with each Peer Volunteer and co-produce a plan for response to any crisis arising and risk mitigation actions

- Offer regular supervision & CPD sessions to volunteers in support of best practice and effective operation of the helpline
- Manage the telephone helpline rota to always ensure effective cover
- Support volunteers with complex and crisis problems
- Develop new modules in the volunteer training programme and refresh the training in response to any relevant practice changes
- Review volunteer progression/quality standards and support with references into further employment.

### **C. Develop Staff Team Capacity to Support the Service**

- Deliver a Mind in Harrow staff induction training programme into the Information Service helpline and refresh the training in response to feedback and changes in practice
- Facilitate Mind in Harrow staff Information service helpline workshop sessions as required
- Feedback operational issues and improvement suggestions to the senior management team in support of continuous improvement.

### **D. Coordinate & Deliver the Service**

- Oversee SWISH and On Your Side triage assessment processes for self-referrals and referrals from professionals
- Signpost and ensure proper handovers to additional or alternative services where appropriate, offering support and wellbeing information face-to-face sessions to clients with more complex or acute needs
- Match referrals for Peer Advocacy to Peer Volunteers as appropriate based on service criteria and hold a briefing session with Volunteers to share assessment details
- Maintain a welfare benefits and information resource (including national Mind booklets) and up-to-date factsheets about service access and rights in conjunction with the Mental Health Directory Worker.

### **E. Develop the Service**

- Collaborate regularly with SWISH Workers from partner services to share resources and learning
- Engage and support mental health service users in the SWISH joint service consultation group
- Assure service quality by adhering to relevant Peer Advocacy and IAG quality standards.

### **F. Monitoring, Evaluation & Recordkeeping**

- Fulfil monitoring and evaluation funder requirements and meet reporting deadlines
- Feedback unmet need and demand in monitoring reports
- Maintain appropriate administrative and recording systems for service users and volunteers via CRM database and/or hard paper copies.

### **G. Other Responsibilities**

- Work at all times to promote Mind in Harrow's Equality & Diversity Policy and Service User Involvement Policy
- Ensure expenditure is in accordance with budget and oversee reimbursement of volunteer expenses

- Maintain all records in compliance with GDPR and Mind in Harrow's Confidentiality policy
- Attend staff team, supervision and other Mind in Harrow meetings as required
- Promote the work of Mind in Harrow and positive understanding, awareness and attitudes towards mental health
- Contribute to Mind in Harrow's external communications including website content and social media
- Work flexibly, being prepared to perform other duties commensurate with the role, which may include new areas of operation following consultation
- Undertake other reasonable duties identified which are compatible with the function of the post.

**Accountability**

The post holder will be accountable to the Service Manager.

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**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>• Degree, diploma or equivalent qualification in a mental health or health and social care field.</li> <li>• Alternatively, qualification by experience supported by a demonstrable continuing professional development profile</li> </ul>	<ul style="list-style-type: none"> <li>• Professional Qualification e.g.counselling, nursing, social work</li> <li>• IAG qualification Level 2 or 3</li> <li>• Training qualification</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Mental health prevention and recovery approaches</li> <li>• Good practice in relation to equality and opportunity/diversity</li> <li>• Care Act 2014 in relation to information &amp; advice services</li> <li>• Welfare benefits rights</li> <li>• Peer and mutual support approaches</li> <li>• Good working knowledge of MS Office (Outlook, Word, PowerPoint)</li> <li>• Information Governance/GDPR</li> <li>• Safeguarding Vulnerable Adults &amp; Child Protection procedures</li> <li>• Primary and Secondary care NHS mental health services</li> </ul>	<ul style="list-style-type: none"> <li>• User engagement in service development or monitoring</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent organisation and time-management skills</li> <li>• Capacity to work in partnership with professional staff from other organisations</li> <li>• Ability to develop good working relationships as part of a team</li> <li>• Ability to develop and deliver training programmes</li> <li>• Public speaking/ presentation skills</li> <li>• Report writing</li> <li>• Capacity to work at users' pace, empathise and communicate with people in distress</li> <li>• Volunteer management for recruiting, supervising and motivating volunteers</li> <li>• Service user risk assessment and support</li> </ul>	<ul style="list-style-type: none"> <li>• Writing protocols and policy for service development</li> <li>• Service evaluation methods</li> </ul>

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Delivering an advocacy or information service across a range of access points, e.g., phone, email, web-based, face-to-face</li> <li>• Marketing using a variety of media e.g., printed materials, website, outreach to reach disadvantaged or excluded audiences</li> <li>• Working with mental health service users in the statutory or voluntary sector</li> <li>• Working flexibly to meet the needs of diverse community groups</li> </ul>	<ul style="list-style-type: none"> <li>• Personal experience of using mental health services</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Ability to use creative problem solving</li> <li>• To be punctual and reliable</li> <li>• Resilient and able to work well under pressure</li> <li>• Ability to work independently and take initiative</li> <li>• Ability to engage and develop positive relationships with a wide range of clients and professionals</li> </ul>	

## **ADDITIONAL INFORMATION**

### **Conditions of employment**

As a condition of being able to commence employment with Mind in Harrow, the successful candidate will be required to provide documentation to prove that they are able to work in the UK (Section 8 Asylum and Immigration Act, January 1997). Such documents may 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 satisfactory references, enhanced DBS check and a probationary period of six months.

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

28 hours per week, Salary Scale point 29, £30,010 per annum pro rata inclusive of London Weighting and 2022-23 pay award (actual pay £24,008 pa).

### **Hours of work**

Mind in Harrow operates a flexible working hours 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, and the information helpline is operational during those times, so particular restrictions may be applicable to this post. Occasional evening or weekend work may be required by arrangement.

### **Holidays (including Public Holidays)**

26 days pro rata, rising one day per year for 5 years to a maximum of 31 days pro rata, plus public holidays pro rata.

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

Mind in Harrow operates an Occupational Pension Scheme with The People's Pension and makes employer contributions at 4% of gross salary.

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

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

Recruitment, Mind in Harrow, 132-134 College Road, Harrow HA1 1BQ  
[info@mindinharrow.org.uk](mailto:info@mindinharrow.org.uk).