

Mental Health Together (MHT) was set up as an engagement service in 2017 to give mental health service receivers and carers a greater say in the services they access; ensuring they are listened to and that their experiences and ideas are at the heart of service design and delivery. We are at an exciting phase in our development and are looking to strengthen our workforce with people who have a passion for the work we do.

MHT sits within Healthwatch Derbyshire, the watchdog body for health and social care, and as such we are able to bring specialist knowledge of mental health services to the overall patients and public voice.

Applications are invited for: **Mental Health Together Engagement Service Support Worker**

(This is initially a fixed-term contract until the end of March 2022, with the possibility of extension subject to funding approval)

Salary: £20,845 salary review pending, based on 37 hours (pro-rata for part time)

Hours: 18.5 hours

Closing date: Monday 20th September, 2021 9.00am

Interview date: Monday 4th October, 2021.

Healthwatch Derbyshire has a strong commitment to equal opportunity and working with diverse communities. A Disclosure and Barring Service check will be conducted for the successful candidate.

Key tasks and responsibilities:

To provide administrative support to the Mental Health Together engagement service, including:

General administrative tasks:

- Responding to telephone calls
- Responding to online enquiries
- Handling post
- Filing
- Organising the payment of expenses
- Handling petty cash
- Scheduling meetings, preparing minutes and agendas, booking venues
- Sending out meeting reminders for all active Expert by Experience.

Maintaining records:

- Setting up and maintaining databases as required by the service

- Maintaining and updating records to monitor activity, evaluate expert involvement and outcomes
- Ensuring paperwork and records are kept up to date for all active experts by experience.

Publicity and promotion:

- Organising events
- Preparing publicity materials
- Maintaining the mental health related information on HWD website
- Preparing and issuing regular E Bulletins
- Supporting the preparation of any formal newsletters.

Preparing information:

- Supporting information sharing with health and social care providers and commissioners
- Preparing information to support representatives of the service to carry out their role.
- Supporting survey design, data analysis and data presentation for engagement work using Excel, Survey Monkey etc.

Standard

- Play an active part as a member of the Mental Health Together engagement service and the wider Healthwatch Derbyshire Team.
- Maintain up to date knowledge of health and social care systems and structures in Derbyshire
- Contribute to the development of Mental Health Together through suggestions for ongoing improvement.
- Adopt a professional and friendly approach in understanding and responding to staff and clients' needs
- Comply with all policies and procedures, and work accordingly to best practice principles, e.g. in relation to equal opportunities, safeguarding, health and safety, confidentiality and information sharing
- Undertake training as required to meet the requirements of the job description
- Carry out any other reasonable duties within the overall purpose of the post commensurate with the grade
- Work to the standards described in Healthwatch policies and joint management arrangements
- When required, be willing to work flexible hours and travel across and outside the county.