

Job Description

Job Title: Mental Health Together Engagement Officer

Responsible to: Mental Health Together Engagement Service Lead

Hours: 37 hours when full-time

(Please note this with is concerned with the provision of health services and therefore will require a Disclosure and Barring Service (DBS) check).

Job Purpose (all relate to mental health):

- Recruit, train and support Experts by Experience
- Source, and where appropriate, facilitate opportunities for Experts by Experience to be involved in the design and delivery of services
- Promote co-production in its widest sense, raise awareness of co-production techniques and support the facilitation of co-production where appropriate
- Support the development of a 'PLACE based model' of engaging with service receivers and carers around local need and support local leaders to replicate and facilitate this model across the county.
- Provide support to Healthwatch Derbyshire when conducting enter and view visits to mental health services
- Encourage and support mental health service receivers and carers, particularly those who are seldom heard, to speak out and feed in their comments to Healthwatch Derbyshire either directly or via MHT.

Key Tasks:

- Build relationships with mental health service receivers and carers, to encourage involvement in the opportunities available
- Help design, and deliver training for experts by experience to prepare them for all aspects of their role
- Facilitate peer support for experts by experience, and provide one-to-one support when required (including wellbeing plans where appropriate)
- Seek out opportunities for experts by experience to be involved in the design and delivery of services. Working at all times to enable meaningful involvement of mental health service receivers and carers
- Initiate and maintain good working relationships with all key stakeholders to extend the reach and maximise the outcomes of the service, including commissioners, key health and social care providers, and the local voluntary and community sector
- Promote the involvement of experts by experience in proposals for change, through raising awareness of co-production techniques
- Facilitate co-production when appropriate
- Develop a network of service receivers and carers across the County and City who are able to feed into local mental health developments
- Contribute to developing, maintaining and maximising a high profile for Healthwatch Derbyshire, particularly in relation to the work around mental health
- Develop and maintain up-to-date knowledge of the standard of care that patients and the public are legally entitled to receive, and maintain up to date knowledge of organisations that are available to support and represent mental health service receivers and carers, to enable effective signposting

- Oversee the implementation of systems for experts by experience to feedback on their experiences, to ensure the programme is continually developing and improving, empowering service receivers and carers to feel fully involved and valued
- Oversee monitoring and evaluation systems to ensure they are maintained to record any outcomes of the work undertaken, and ensure these are communicating to our stakeholders, through a variety of media, with the support of the communications officer.

Standard:

- Maintain up-to-date knowledge of health and social care systems and structures in Derbyshire
- Prepare and produce appropriate correspondence, intelligence documents, and records when required
- Contribute to the development of Healthwatch Derbyshire through suggestions for ongoing improvement and quality management
- Ensure communication from the general public is responded to appropriately and in a professional and timely manner
- Always adopt a professional and friendly approach in all aspects of your work
- 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
- When required, be willing to work flexible hours and travel across and outside the county
- Undertake general administration in relation to your own role and the needs of the organisation.

The role of Involvement Officer requires a Disclosure and Barring Service (DBS) check.

Signed _____

Date _____