

Job Description

Job title: Mental Health Together Engagement Service Support Worker

Hours: 18.5 hours per week

Responsible to: Mental Health Engagement Service Lead

(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:

To ensure that the Mental Health Engagement Service meets its aims by:

- Providing administration support and services
- Supporting communication systems
- Maintaining information and data systems
- Developing supportive relationships with Experts by Experience and wider members.

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
- Updating meeting calendars for Experts and sending out reminders.

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.
- Preparing KPI report in conjunction with the engagement service lead.
- Using the Healthwatch Derbyshire CRM system to upload comments and themes around mental health experience.

Relationships with Experts and Members

- Being a first point of contact for new members and potential Experts by Experience
- Maintaining supportive relationships with our Experts by Experience through telephone and email contact
- Getting to know their individual support needs and helping to ensure they are met by MHT eg through provision of large print documents, reminders sent via preferred communication means 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.