

Person Specification

Post: Mental Health Together - Engagement Officer
Office Base: Milford, Derbyshire

Job Criteria	Essential	Desirable
QUALIFICATIONS	<p>A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above.</p> <p>NVQ Level 3 in relevant discipline or equivalent qualification or experience.</p>	
EMPLOYMENT HISTORY	<p>Significant experience of working with mental health service receivers, or have lived experience.</p> <p>Previous work in the community engagement field.</p>	
JOB/TECHNICAL KNOWLEDGE SKILLS	<p>Comprehensive knowledge and understanding of mental health.</p> <p>Basic knowledge of the health and social care system.</p> <p>Basic knowledge of multi-agency working - Social Services, Health and the Voluntary Sector and the roles they undertake.</p> <p>Experience of community involvement work - delivering workshops, focus groups, events etc.</p> <p>Ability to develop toolkits to deliver training.</p> <p>Experience of supporting vulnerable people.</p> <p>An understanding of the needs of vulnerable groups.</p>	<p>Working knowledge and experience of using social media platforms effectively in a professional environment</p> <p>Good geographical knowledge of Derbyshire.</p> <p>Experience of working with, and supervising, volunteers and monitoring performance.</p> <p>An understanding of the needs of vulnerable groups.</p>

	<p>Experience of working with, and supervising, volunteers and monitoring performance.</p> <p>Demonstrate flexibility and positive approach to customer service and working in diverse communities.</p> <p>Experience of knowing when things are working and measuring the difference this makes.</p> <p>Understanding of safeguarding procedures to protect vulnerable adults, children and young people.</p> <p>Evidence of previous personal development. Computer skills including use of spreadsheets and databases.</p>	<p>Knowledge of the barriers people experience when accessing health and social care services.</p> <p>Ability to develop toolkits to deliver training.</p> <p>Experience of raising the profile of an organisation.</p> <p>Experience of developing questionnaires and surveys.</p>
<p>ADMINISTRATION AND ORGANISATION SKILLS</p>	<p>Excellent organisational skills.</p> <p>Excellent written and verbal communication skills.</p> <p>Ability to work under pressure and effectively prioritise.</p> <p>Ability to work independently and also as part of a team supporting colleagues.</p> <p>Good record keeping.</p>	
<p>CHARACTER, STYLE, PHYSICAL ISSUES, ATTITUDE</p>	<p>Be non-judgemental and show consideration, sensitivity and respect to all, irrespective of background, culture, age, gender or presenting issues.</p> <p>Be observant, open minded, and objective.</p> <p>Have respect for individual confidentiality and a commitment to information sharing protocols.</p> <p>Ability to use initiative and work unsupervised.</p>	

	Be approachable and caring.	
COMMUNICATION SKILLS	<p>Ability to communicate effectively with a wide range of people and gain their confidence in the Mental Health Engagement Service.</p> <p>Ability to develop, adapt and deliver different communication methods applicable to target audience.</p> <p>Ability to deliver presentations using various tools applicable to target audience.</p> <p>Ability to write and present evidence based reports.</p>	Experience of communicating with those with additional or complex needs.
OTHER REQUIREMENTS	<p>Ability to work flexibly, including some evenings and weekends as required.</p> <p>Full UK Driving Licence.</p> <p>Willingness to access training opportunities.</p>	