

JOB DESCRIPTION

Title:	Co Production Transformation Engagement Support worker (in partnership with West London NHS Trust)
Salary	£19,118
Contract:	Fixed Term 2 Years
Hours:	3 days a week (occasionally including some out of hours/weekend working)
Line Management:	Volunteers (1-2)
Location:	Remote and office based across Hammersmith & Fulham, Ealing, and Hounslow

Purpose of the Job

- To Develop a new co-production and community engagement network that will play a leading role in driving service transformation across the West London NHS Trust.
- Liaise closely with the NHS Transformation Team to gain key insights on NHS services...
 - Crisis & inpatient mental health services
 - Child and adolescent mental health services and developmental services
 - Older people's mental health services
 - Community and recovery mental health services
 - Psychological medicine services
 - Integrated care services

Key Responsibilities

- Organise regular network meetings comprised of service users from across the NHS Network and Mind Networks.
- Deliver regular in-reach into inpatient services and closed inpatient groups to provide feedback on ward experiences.
- Regularly promote the mental health network, through attendance at stakeholder events, network meetings and active marketing.
- Provide training to network members, so that they can provide effective feedback and insights on services, attend key focus groups, meetings, and support with the sharing of insights.
- To work closely with the Service user participation leads to help support and implement a comprehensive participation and engagement strategy where applicable across HFEH Mind and NHS Transformation cohort.

- To work collaboratively with the Youth Services and Adult service Co-Production Leads to ensure safeguarding responsibilities are met.
- To manage competently safeguarding concerns that arise.
- Be able to work some unsocial hours as required in line with the demands of the role.
- To produce regular reports in respect of service user feedback and participation and engagement across west London Trust.
- To ensure the on-going monitoring and evaluation of HFEH Mind/west London trust co-production and participation programmes, reporting on progress against KPIs and informing the continued development of our co-production and participation across West London Trust.
- To work closely with the Business Development and Quality Manager to review and monitor funding arrangements and produce reports as appropriate, with input from service users.
- To develop partnerships with other local and national agencies where applicable to support with future coproduction opportunities.
- Partake in any relevant staff meetings as and when required.
- A willingness to undertake training courses and deliver participation training.
- Uphold HFEH Mind values and behaviours.
- Any other duties as required.

Person specification

- Understanding of mental health issues.
- Experience of working with those who have mental health issues including adults, carers, young people.
- Extensive experience of service user participation /coproduction /codesign /consultation.
- Ability to manage challenge behaviours.
- Experience of managing groups and 1:1 work.
- Experience of training and presenting to others.
- Understanding of safeguarding procedures for adults, children, and young people.
- Experience evaluating, designing, and delivering coproduction activities.
- Previous experience of developing and implementing new services with the ability to demonstrating effectiveness using evidenced based evaluation.
- Ability to communicate orally and through written communication.
- Ability to develop and motivate others.
- Excellent computer skills and knowledge of Office 365.
- Clear understanding of professional boundaries.
- Understanding risk management.
- Ability to deal with and de-escalate challenging behaviour.
- Ability to manage challenging group dynamics.