

Community Manager

Candidate pack



"Working at Mental Health Innovations, I feel supported and motivated. This is an organisation that encourages both personal development and collaborative working. It's great to be part of such an exceptional team!"

Laura O'Malley, Clinical Supervisor

**MENTAL
HEALTH
INNOVATIONS**

shout
85258
here for you 24/7

**THE
MIX**
Essential support for young people

WELCOME

Thank you for your interest in joining Mental Health Innovations.

Our charity was founded in November 2017, with the support of the Royal Foundation of The Prince and Princess of Wales. We're here to improve the mental health of the UK population through the provision of digital tools, support and resources, supported with unique data insight and the experience of clinical experts.

We power Shout, the UK's free, 24/7, text messaging support service. Through Shout we have taken more than 2.5 million conversations with 830,000 children, young people and adults who were struggling to cope. We also run The Mix, the UK's digital safety net for young people, providing free, anonymous advice designed especially for under 25s. Open 24 hours a day, The Mix listens, answers questions and makes connections for young people using the digital and mobile platforms that they turn to first.

We use the power of technology to reach and support those who feel isolated and alone, and help them to find the right place to talk. Our work is vital and often life-saving.

We do hope you would like to join us in our charity's crucial mission. We have important work to do and we really look forward to receiving your application.



Victoria Hornby, OBE
CEO, Mental Health Innovations

"The volunteer I spoke to tonight was absolutely fantastic. Calmed me down, listened to what I was saying, ensured I had the relevant resources before I left. They quite literally saved my life tonight."

Shout texter feedback



ABOUT MENTAL HEALTH INNOVATIONS

Our mission

Our mission is to use data-driven analysis, clinical expertise and technological innovation to develop and sustain pioneering digital products and services that meet underserved needs and that improve the mental health of the UK population.

Our vision

Our vision is that everyone in the UK has access to the digital mental health services that they need and can access appropriate, high-quality support quickly and efficiently through the power of technology.

Our organisational values



Integrity

We are driven by the best interests of the people we serve and we place them at the heart of everything we do. We have high standards and we hold ourselves to account to deliver our objectives and KPIs to achieve our mission.



Collaboration

We embrace a diverse range of people, skills, views and experiences within our organisation to achieve better outcomes for the people we serve. We work together with empathy and mutual respect.



Courage

We are bold and push the boundaries to find new and better ways to support more people. We are not afraid to try new things and we learn from our mistakes.



Insight

Our work is evidence-based. We interrogate data and draw upon clinical expertise to inform our actions and to set standards for best practice. We are curious, reflective and we seek regular feedback on our performance.



Agility

We are nimble and flexible, responding swiftly to new challenges and innovating purposefully to achieve our goals and objectives.

ABOUT THE MIX

The Mix is the UK's leading digital charity for under 25s, reaching over 6 million young people each year. Whatever issue a young person is facing, The Mix is always there for them - via our website, over the phone or via social media. Our support is free, confidential, and anonymous and can be accessed wherever young people are.

We connect young people to experts and their peers to talk about everything from money to mental health, homelessness to jobs, break-ups to drugs and more. No topic is out of bounds, and we are completely non-judgemental.

The Mix's mission is to empower every young person to make an informed choice about their wellbeing, whether that's through our peer-led and moderated community, multi-channel helpline, counselling service, crisis support messenger or our range of support content.

We aim to put young people at the centre of everything we do; we use our service data and collaborate with under 25s to inform every aspect of our services and our wider work. We use youth voice work to share a platform with young people and put their views and experiences at the centre of the conversation.

ABOUT SHOUT

Shout is the UK's first and only free, confidential and 24/7 text messaging service for anyone who is struggling to cope.

As a digital service, Shout became vital during Covid-19, as one of the few mental health services able to operate as normal at this time. We have seen the need for our support remain high through the UK's cost of living crisis.

We've taken more than 2.5 million text conversations with 830,000 children, young people and adults who need urgent, in-the-moment support.

We have more than 2,000 active Shout Volunteers and as a 24/7 service, people in distress contact us around the clock. The issues we most commonly support them with are suicide, depression, anxiety, relationships, loneliness and self-harm.

59% of service users say they texted us because they didn't have anyone else to talk to and 43% say that texting Shout was the first time they asked anyone for help with their mental health. 86% say the conversation they had was helpful.



Powered by

MENTAL HEALTH INNOVATIONS

ORGANISATIONAL STRATEGY

We have four key areas of focus for 2022 to 2025.

Strategic objective one – The Mix and Shout services

Deliver free, 24/7 mental health support through high quality services, built upon a sustainable financial foundation, with targeted reach into diverse groups.

To ensure the continued quality our services we will:

- Use Mental Health Innovation's data and clinical insights to ensure the sustained delivery of high-calibre, innovative services
- Develop an income strategy to deliver £7 million per annum over the next three years
- Assess the current and future technology requirements for the delivery of our services

Strategic objective two – Data insights

Deliver data and clinical insights that will support and enhance Mental Health Innovation's services, engage and influence external audiences, inform new product development and advance collective knowledge in addressing mental health problems. To achieve this objective we will:

- Use data science, particularly machine learning and natural language processing, to develop innovative approaches to analysing our datasets to maintain and improve our services and generate novel insights into mental health
- Build long-term partnerships with government departments and services, through delivery of data and clinical insights
- Produce and disseminate regular content informed by data and clinical insights in order to build Mental Health Innovation's reputation and prominence among a range of audiences, including national and local government, the media, the mental health sector and the general public

Strategic objective three – People and culture

As an organisation we are united behind our values and shared objectives, and we will:

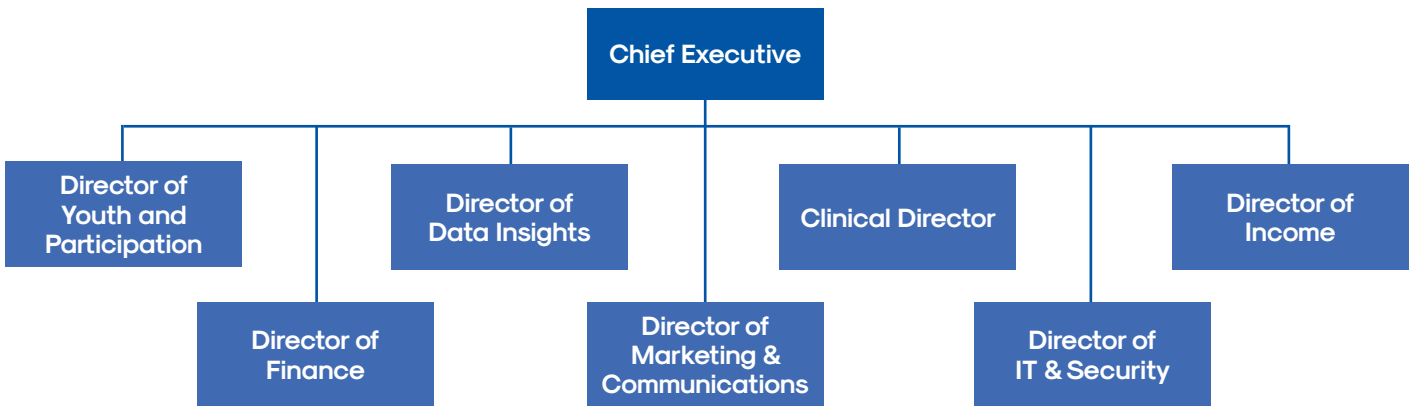
- Encourage active contribution from staff to a supportive, positive and progressive organisational culture
- Promote staff and volunteer wellbeing and facilitate continued growth in expertise, knowledge and professionalism
- Put our service users at the heart of everything we do, including increased engagement of service users in the development and evaluation of our work

Strategic objective four – Innovative products and services

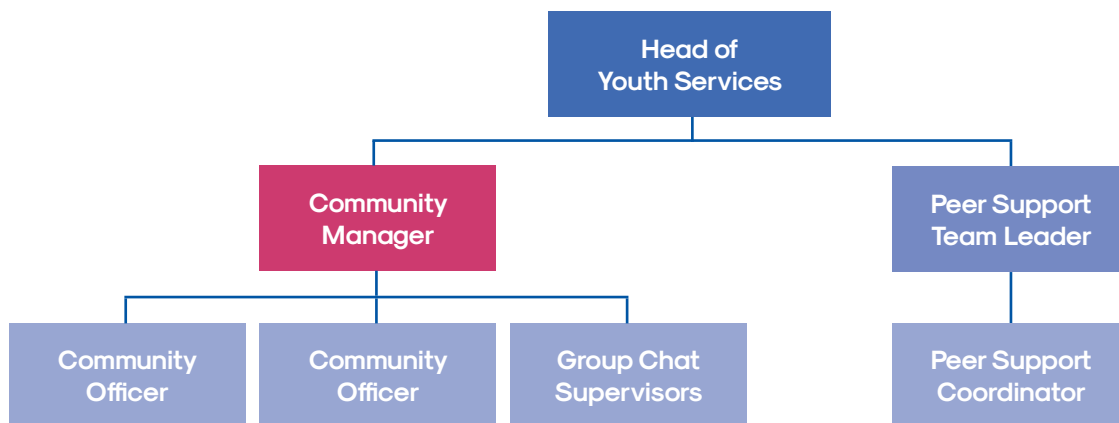
Building on Mental Health Innovation's clinical expertise, data insights and partnerships, develop new innovative products and services to meet underserved mental health needs within the UK. Three key categories are Shout service integrations, training and new products and services.

ORGANISATIONAL STRUCTURE

Mental Health Innovations senior management team



Vacancy department structure



DIVERSITY, EQUALITY AND INCLUSION

Mental Health Innovations has a Diversity, Equality and Inclusion working group. Their mission is to ensure that the organisation is truly diverse and inclusive, in order that we have a creative and empowered team that can develop and deliver high quality services to anyone who needs them.

The organisation strives to be representative of the UK population at all levels of the organisation, from staff to volunteers and beneficiaries. We are committed to facilitating open conversations that enable stakeholders to challenge our attitudes and working practices; to identifying where improvements need to be made to work towards our goals; to making evidence-based recommendations, seeking feedback and being held accountable for our progress.

JOB DESCRIPTION

Job Title:	Community Manager
Reporting to:	Head of Youth Services
Responsible for:	Community Officers and Group Chat Supervisors
Contract:	Permanent
Hours:	Full-time
Salary:	£36k FTE
Base:	Hybrid, home and London office
Job purpose:	To deliver The Mix's online communities across discussion boards and group chats, leading a team to establish a fun, inclusive and supportive space for young people.

KEY RESPONSIBILITIES

Responsible for:

- Innovating and growing our online peer support community
- Taking the online community to the next level in terms of youth-led, peer-to-peer digital communities, both in terms of youth-led practice and using new technologies
- Line management of the community team and day-to-day delivery of the community service

Overseeing the day-to-day running of the community

- Supporting the community team to deliver The Mix's peer support community across all channels including supporting young community moderators, activators, content creators and peer supporters, ensuring safe moderation and facilitating peer support
- Ensuring delivery of engaging community events such as group chats, live Q&As and Youth Voice activities
- Line management and development of the community team, including officers, senior officers, freelancers and 50+ young volunteers
- Working collaboratively with the content and digital marketing team and partner organisations to deliver a high-quality service
- Managing projects (including budgets) to develop the online community and volunteering offer
- Using data and insights from the community to provide analysis of topics and discussions relevant to The Mix

KEY RESPONSIBILITIES

- Working with the volunteer team to ensure that volunteer roles continue to help grow community engagement
- Ensuring that policies, procedures, rotas, schedules and other information about the services are delivered
- Promoting and encouraging self-care and reflective practice across the team

Community growth and strategy development

- Leading on the growth and development of the community using youth-led practice and new technology to ensure that it is a space that meets the growing and changing needs of young people
- Delivering the community strategy and working with data and insight teams to monitor strategy development against KPIs
- Ensuring that community members have a sense of ownership and opportunities to help shape the community
- Establishing relationships with partner organisations and stakeholders across relevant sectors and fields
- Focusing on the continuous development of The Mix community by attending training events, being aware of best practice within the sector and cascading learning to staff, volunteers, and community members

Volunteering engagement & development

- Line management of the Senior Engagement and Training Officer, supporting them to engage young people in the community into voluntary roles, lead on training and supporting young people in their voluntary roles
- Working with the Volunteering Manager to oversee the departments volunteering practices ensure a high-quality service, continuous volunteer development & a positive volunteering experience
- Ensuring that the community has enough volunteers to deliver the service safely
- Supporting the senior engagement and training officer with the co-design and design of volunteering roles and processes

PERSON SPECIFICATION

Essential

- Qualification and/or relevant experience in youth work up to level 2
- Experience and demonstrable knowledge of running online peer support and community services, including the training and management of volunteers
- Passion for working with young people and experience and knowledge of the issues they face
- Good general technical knowledge with an understanding of the opportunities associated with new technologies and online services for young people
- Excellent people skills, adaptable and flexible in manner and approach with an understanding of how to motivate and develop staff
- Excellent written and verbal communication, as well as good listening skills with the ability to communicate with empathy and understanding
- Good planning and problem-solving skills
- Experience of delivering online workshops with young people
- Line management experience of staff and volunteers

Desirable

- Experience in group facilitation and training
- Understanding of the legal issues affecting online communities
- Experience of working within safeguarding frameworks
- Good technical knowledge, ideally including at least a basic knowledge of HTML
- Any additional social media skills such as social listening, reporting and content creation

"What I love about Mental Health Innovations is working with like-minded people - feeling totally respected and trusted as a professional."

Laura Cawthorne, Shout Platform Shift Leader



BENEFITS

Health and wellbeing

All permanent UK employees are covered by Vitality health insurance. This includes:

- An employee assistance program (EAP)
- Cash plan and rewards for healthy living
- In- and out-patient treatment
- Private GP service

Flexible working and working from home

We provide flexible working and working from home opportunities to give you more control over your time at work.

Competitive pension

We auto-enrol all our UK employees onto Aviva's pension scheme. When you join us from New Zealand, you will be auto-enrolled onto the KiwiSaver pension initiative.

We offer everybody the chance to contribute to a pension. As the employer, we contribute 5% of your salary to your pension.

Annual leave

Depending on the role, employees based in the UK are either entitled to 25 days annual leave plus public holidays or 33 days annual leave including public holidays.

Employees based in New Zealand are entitled to five weeks' paid annual holiday at the end of each 12 months of continuous employment with us.

These entitlements are pro-rata for part-time positions.

Company electronic devices

We provide company laptops to all employees plus other IT equipment such as a monitor, keyboard and mouse.

Excellent opportunities for training and career progression

We are committed to supporting our employees' learning and development. Alongside standard mandatory training, we believe that investing in developing people's knowledge and skills is of great benefit to everybody and makes our organisation stronger.

We actively encourage employees to improve the knowledge and skills that they have, which are connected to their role and areas of interest, and to do so through personal development plans.

HOW TO APPLY

Apply with a CV and cover letter at mhiuk.bamboohr.com/careers.

Offers of appointment will be subject to the receipt of satisfactory references.

NOT THIS VACANCY?

Why not join us as a volunteer for Shout or The Mix? Find out more at sgiveusashout.org/volunteer or themix.org.uk/get-involved/volunteering.