



Role Description for Services Support and Mobilisation Officer

Main terms

Number of Roles	One role employed by Burton and District Mind
Hours:	37.5 hours per week, to be worked flexibly between Monday to Friday, between 9am and 5pm, depending on business need. Occasional evenings & weekend working by arrangement. No job shares or part time working will be available for this role.
Contract:	Initially 2-year contract
Salary:	£28,625
Responsible to:	Chief Officer, Burton & District Mind
Responsible for:	Community project staff and volunteers
Liaise with	Service Commissioner, Chief Officer, Development and Sustainability Officer, Finance Officer, Counselling Operations Officer, people with mental health problems and their carers, other local mental health providers, pastoral support, external charities, and other agencies who support people with mental health problems and the general public.
Based at:	Burton & District Mind with some hybrid working and working from other locations as the need arises.
Annual leave	24 days plus statutory holidays + length of service leave
Pension:	Pension scheme available
Travel:	Must have full driving licence and access to a car for travel for which reimbursement of out-of-pocket expenses is available.

Background

Burton & District Mind is a well-established Mental Health charity with its head office based in Burton on Trent. We have been providing support for 30 years within Burton and surrounding local districts.

Burton & District Mind has experienced an exciting and rapid period of growth and expansion of its services and geographical area of benefit over the last 3 years. We now need to strengthen the management structures within the organisation with the development of this new post.

Key functions of post

Please note that this is a new post, and these functions may evolve as the service is implemented. This will be done in consultation with the appointed person.

1. To support the internal structures of the organisation.
2. To be responsible for mobilisation of new services and projects across East Staffordshire, Burntwood, Lichfield and Tamworth.
3. Be responsible for on-going support for new and existing projects and services, implementing change and transformation as required to ensure key initiatives are achieved and delivered.
4. To deputise for Team Leaders as required providing line management including one to one supervision for up to 7 employees.
5. To lead on Equality and Diversity within B&D Mind Services to inform TOM's reporting.
6. To lead on volunteer programme, its design implementation, monitoring, and supervision.
7. To lead the development of the CRM database and its applications.
8. To provide a warm welcome to visitors to our services and basic mental health support and to signpost to appropriate services and projects as required.
9. To build and maintain positive relationships with colleagues, stakeholders, healthcare providers, charities and other agencies that contribute to the wellbeing of people with mental health problems.
10. To maintain up to date knowledge and expertise in respect of key legislation and policy relevant to community services.
11. To uphold all policies of B&D Mind, to contribute to the further development of policies and procedures as services develop, ensure that corporate aims, objectives, and values of the organisation are upheld.
12. To undergo any training relevant to the role either internally or externally, including induction by Burton and District Mind.
13. To uphold data protection, professional standards and safeguarding policies and report illegal activity as required and informed by training and policy.
14. To attend regular one to one supervision with the appointed line manager reporting on all areas of responsibility.

15. To contribute to internal and external communication, this may involve use of your image.
16. Undertake any other duties as delegated, which are deemed appropriate within the pay scale and responsibilities of the post and following consultation.

Person Specification

Qualifying Criteria

1. Enhanced DBS, with no offenses listed for a minimum of 12 months.
2. Two (2) references outlining ability to work with vulnerable people.
3. Clean driving licence, use of a car and knowledge of Staffordshire's transport links.

Experience & Qualifications

4. Educated at 'A' level Standards (or equivalent) as minimum.
5. Understand and speak English – GCSE (or equivalent) in English.
6. CRM databases, ICT at min Lv2 and experience of working with MS Office and Excel.

Knowledge

7. Understanding of the local safeguarding policy and processes.
8. Understanding of services and community assets available to participants in Staffordshire and ability to build trusted partnerships with external providers.

Qualities

9. Ability to develop community assets, considering person centred care and maintain professional conduct whilst supporting people with severe mental health problems, with complex needs and demonstrating difficult behaviour.
10. Ability to support others to keep accurate work records.
11. Ability to identify concerning and/or illegal behaviour and/or abuse, and able to report this in a sensitive manner to the appropriate team or officer.
12. Ability to reflect and respond positively to constructive criticism during one-to-one supervision and team peer sessions.

Skills

13. Negotiation and communication skills, and willingness to present to groups and engage in public speaking.

Desirable:

14. Educated to degree level or equivalent.
15. Personal lived experience, as a carer with a person of mental health problems or working or volunteering for mental health services.
16. Experience of working in services development and mobilisation.
17. Experience within team management.
18. Awareness of involvement and participation processes.
19. Experience of equality and diversity within service delivery.



20. Experience of supporting volunteers.

21. Awareness of Recovery Star, Recovery and Wellbeing Plans, or other mental health recovery programmes.

Revised by the SMT - 04/03/2024.