

Job Description and Person Specification

Post title:	Project Coordinator (Communications and Engagement)
Responsible to:	IMHN CEO / Strategic Lead
Responsible for:	N/A
Salary:	£19,500 (pro-rata)
Hours:	Part-time – 30 hours per week (fixed term to February 28 th , 2021)

Background

The Independent Mental Health Network (IMHN) represents a diverse community of **past, current and future users of mental health services**, as well as those with lived experience of mental health.

By working together, **we believe that we can be a force for positive change** in the way that mental health is treated, perceived, and recognised.

At our core, IMHN aims to:

- provide a safe space for people to confidentially share their needs and experiences of services, while we campaign for change by holding local providers to account
- act against discrimination, and promotes a positive understanding of mental health through education
- challenge current practice, so that we can increase parity of esteem and instigate worthwhile change, allowing people to access the care that they deserve.

Job Summary

The post-holder will be expected to provide all aspects of project coordination to the organisation's communications and engagement functions, which will involve working closely with different stakeholders, including: IMHN Board of Trustees, IMHN members, funders, providers of mental health services, etc. This will also include providing communications support for the organisation.

The post-holder will ensure that projects are adequately planned and resourced. This includes supporting the team in delivering to high standards, on time and to budget.

The post-holder will be required to follow the governing documents and policies and procedures of the organisation at all times. This includes positively engaging with the culture of IMHN as a member-led organisation.

The post will be based in Greater Manchester, with the opportunity for flexible and occasional home working. This will include travel to meetings across Greater Manchester. The role may also include occasional evening and weekend working hours.

Key Responsibilities:

1. Project Support

- Provide high quality administrative and project support to the Project Manager.
- Provide project updates and reports via Excel and any other tracking systems as required.
- Carry out meeting administration – including booking rooms, equipment and taking minutes, liaising with project teams regarding arrangement for meetings.
- Support other strands of the programme of work as and when required.

2. Communications Support

- Maintain and develop the websites of the organisation, ensuring they are kept up to date.
- Maintain and develop the social media accounts across the organisation, ensuring a consistent presence of IMHN across appropriate social media platforms.
- Provide inbox management support to key email accounts, ensuring queries are responded to and actioned in a timely and appropriate manner.
- Develop and send out monthly newsletters to the local network.
- Ensure mailing lists are kept up to date so stakeholders receive appropriate communications.
- Communicate opportunities for people with lived experience of mental health to get involved in the work of the organisation.
- Support the development of a communications strategy for the organisation.

3. Coordinate branches

- Provide high-quality administrative support to branches of the organisation. This will include bespoke support to the Greater Manchester Adult Mental Health Service User Network, supporting their development and growth.

- Ensure that as part of branch development, a diverse range of people are able to participate in the work of branches.
- Develop strong and effective working relationships with network members.

4. Membership Support

- Maintain a membership database for the organisation, ensuring that it is regularly reviewed and updated.
- Provide support and responses to queries and ideas from members, seeking advice and guidance from your line manager as appropriate.

5. Working with Stakeholders

- Ensure appropriate input and engagement is sought from varying levels of the organisation to ensure effective implementation of plans and protection of the reputation of the organisation. This may include soliciting advice and guidance from your line manager, members of IMHN, members of the Board of Trustees and external funders as appropriate.
- Develop effective working relationships with elected representatives of the network to support the achievement of organisational objectives.

6. Volunteer Coordination

- Coordinate volunteers engaged with the organisation and undertake supervision and appraisals of volunteers as appropriate.
- Provide timely support to volunteers to assist them in completing their volunteering activities to the best of their ability.

7. Miscellaneous / Other Duties

- Responsible for any other reasonable duties as required by the organisation.

Person Specification

Attribute	Essential	Desirable	How this will be assessed
Education and Qualifications		<ul style="list-style-type: none"> • Educated to degree standard or equivalent experience • Mental Health First Aid (MHFA) trained or other appropriate qualification 	Application
Skills and knowledge	<ul style="list-style-type: none"> • Understanding of the issues affecting people with lived experience of mental health problems • Excellent verbal and written communication skills • Excellent negotiation and interpersonal skills • Excellent IT and organisational skills • Understanding of safeguarding processes and how to work with potentially vulnerable adults 	<ul style="list-style-type: none"> • Knowledge of risk management, General Data Protection Regulations (GDPR) and equalities legislation and good practice • Understanding of relevant health & safety legislation 	Application Interview
Relevant Experience	<ul style="list-style-type: none"> • Experience of coordinating projects and administration • Experience record keeping and the handling of sensitive and confidential information • Experience of working with people with lived experience of mental health problems • Experience of undertaking research • Experience of working with a range of stakeholders • Experience of coordinating events 	<ul style="list-style-type: none"> • Experience of working in a mental health setting • Experience of working with volunteers • Experience of delivering training • Experience of casework, advice or advocacy • Experience of working in a democratic or membership environment • Experience of remote working 	Application Interview
Personal Qualities	<ul style="list-style-type: none"> • Demonstrable experience of working within a team • An approachable, problem-solving attitude • Ability to work unsupervised and on own initiative / proactively 	<ul style="list-style-type: none"> • Lived experience of mental health problems 	Application Interview

	<ul style="list-style-type: none"> • Ability to manage competing demands and prioritise effectively • Flexible and adaptable approach • Ability to motivate others • Commitment to equality, diversity and inclusion • Commitment to challenging mental health stigma and discrimination • Commitment to managing personal effectiveness • Ability to build relationships with people with lived experience of mental health problems 		
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