

**INTERLINK JOB DESCRIPTION AND PERSON PROFILE**

**Post title:** Mental Health Development Officer

**Hours:** 37

**Scale Point:** Scale Point 21 £28,900 (Scp. 22 £29,439 after completion of a probationary period).

Line Manager: Deputy Chief Executive Officer.

**Location:** Working remotely and in community venues in RCT.   
Interlink has an office base in Pontypridd.

**Description of Role:**

The role will promote partnership working to contribute to local and regional plans to improve wellbeing through:

* Supporting third sector organisations to work together to identify and address gaps and take advantage of opportunities to develop new services for people of all ages.
* Facilitating partnership working through the involvement of third sector organisations in the design, planning, implementation and evaluation of services.

**Key responsibilities**

1. To work with the Mental Health Service User Officer to ensure effective engagement with third sector providers.
2. Shape and provide information, guidance and support to third sector organisations including signposting to relevant services such as funding, development support and training.
3. Ensure that third sector representatives and organisations have the support and mechanisms to contribute to improving local and regional mental health services.
4. Support and contribute to the work of the Cwm Taf Morgannwg Together for Mental Health Partnership Board and Cwm Taf Morgannwg Mental Health Forum.
5. Work with partners to develop and promote collaborative and co-productive approaches and opportunities.
6. Produce good quality reporting, monitoring and evaluation, keep accurate and up to date records on key performance indicators in line with funder requirements.
7. Promote the outcomes and impact of third sector services through evaluation reports, events, case studies and films.
8. Work effectively locally and regionally with colleagues internally and externally with CVC colleagues in relation to peer support, service user involvement and mental health support.
9. Work effectively with relevant individuals connected with Cwm Taf Morgannwg University Health Board Integrated Locality and System Groups.
10. Any other duty / task required by the organisation, relevant with the post and/or in order to fulfil the business needs of the organisation or its members.

**Detailed Responsibilities**

1. **Support third sector organisations to work together to identify and address gaps and take advantage of opportunities to develop new services for people of all ages.**

**Support third sector organisations to:**

* Identify opportunities to innovate and develop new approaches, models and services by exchanging information and sharing best practice including organising regular seminars, network meetings and events.
* Identify opportunities for specialist mental health organisations to work with the wider third sector to improve mental health support in the wider community.
* Work together through local and regional forums and networks such as the Cwm Taf Morgannwg Mental Health Forum including helping to develop action plans and complete progress reports.
* Collaborate on joint service development and delivery including supporting feasibility studies and grant applications.
* To develop activities and services that respond to identified gaps within relevant plans and strategies.
* Provide relevant and up to date information, advice and assistance, for example, one to one support, e-briefings, websites and social media.
* Supporting the development of new and existing voluntary sector organisations.
* Contribute to relevant consultation, policies and plans through coordinating network meetings, events, presentations and briefings.

1. **Facilitating partnership working through the involvement of third sector organisations in the design, planning, implementation and evaluation of services.**

**Supporting partners to:**

* Support third sector involvement and representation at relevant partnerships including the Cwm Taf Morgannwg Mental Health Partnership Board, Integrated Locality and Systems Groups and associated planning groups.
* Promote best practice and share expertise across agencies and sectors, work with commissioners in the statutory sector to promote new models and approaches.
* Address health inequalities and promote equality, diversity and inclusion.
* Support the production and updating of population needs assessments.

**Requirements of all Interlink Staff:**

Effective working with people, able to:

* Listen to and communicate with a diverse range of people.
* Respect people’s personal choices and be non-judgmental.
* Deal professionally and calmly with challenging situations and individuals.
* Maintain professional boundaries.
* Demonstrate excellent verbal and written communication skills.

Effective team and organisational working, able to:

* Be positive about your role, your colleagues and the organisation
* Be aware how your behaviour and attitude can impact on your performance and the performance of your colleagues
* Develop your skills and knowledge through continuous learning.
* Be flexible and adaptable to the changing needs of the organisation.
* To follow policies and procedures including safeguarding, confidentiality and data protection.
* Understand and articulate the connection between your performance, project outcomes and organisational performance and the future sustainability of Interlink.
* Identify and effectively manage risk and safeguarding within your area of work.
* Adhere to guidelines, rules, legal and other frameworks within which you are expected to work in line with the expectations of your role.

Emotional Intelligence, able to:

* Understand and manage your emotions and recognise their potential impact.
* Sense, understand and react sensitively to other's emotions and behaviours.
* Understand and manage your own limitations and respect the limitations of others.
* To self-manage, develop your self-awareness and independence; and recognise when to ask for support from colleagues and managers.

Information Technology Requirements:

* Email and communication systems- ability to communicate digitally using various communication software including email and text-based software and apps that allow you to organise voice and video calls such as Teams, Zoom, WhatApp.
* Social media management tools
* Knowledge of Microsoft Office 365/SharePoint etc. Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Microsoft Excel
* CRM database entry and data management

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| A good understanding of the wide range of mental health and wellbeing issues. | ✓ |  |
| Experience of facilitating groups and partnerships | ✓ |  |
| Knowledge and understanding of quality assurance and best practice in principles and practice |  | ✓ |
| Experience of working in or with the third sector |  | ✓ |
| Experience of developing good working relationships with a wide range of stakeholders | ✓ |  |
| Ability to constructively challenge language and practice while maintaining good working relationships | ✓ |  |
| Excellent understanding of equality, diversity and inclusion and how to apply this in practice | ✓ |  |
| Good administration skills, including minute taking |  | ✓ |
| Strong organisational skills and ability to prioritise and work on own initiative | ✓ |  |
| Excellent written and verbal communication skills | ✓ |  |
| Excellent IT skills, including use of IT packages and databases to a high degree of competence. | ✓ |  |
| Ability to design and deliver presentations |  | ✓ |
| Ability to design/lead and deliver workshops/training |  | ✓ |
| Good time management skills and ability to prioritise own workload | ✓ |  |
| Ability to develop a good understanding of range of services offered locally and regionally |  | ✓ |
| Ability to work as part of a team | ✓ |  |
| Ability to travel across Cwm Taf Morgannwg | ✓ |  |
| Ability to communicate in the welsh language |  | ✓ |

Undertake other duties which are not detailed in this job description, but which meet Interlinks aims to assist and support the work of the voluntary sector in Rhondda Cynon Taf.