

## Job Description – Lead Engagement Worker

Job Title:	Education and Development – Lead Engagement Worker
Hours:	30 per week
Contract:	Fixed-term - 12 months
Responsible to:	Education and Development Senior Manager
Based in:	Ashton-under-Lyne and Oldham with requirement to travel within Greater Manchester
Salary:	£25,403.04 - £26 451.36 (pro-rata) depending on experience

### Summary of Main Duties and Responsibilities

This role is central to the success of the Greater Manchester Connect 5 Hub which aims to deliver improved mental wellbeing across Greater Manchester through the creation of a network of partner organisations committed to delivering Connect 5 training.

Your work will contribute to improving the mental wellbeing of individuals across Greater Manchester, in different geographical areas, sections of society and communities of identity.

By joining us, you will enable individuals to increase their mental health awareness and improve the mental wellbeing of themselves and others. You will work with partner organisations to identify, recruit and enthuse Connect 5 trainers who will be committed to delivering Connect 5 training.

(Whilst a knowledge and awareness of Connect 5, mental health and mental wellbeing is an advantage, there are also many opportunities to develop and learn.)

Employment will be with Tameside, Oldham and Glossop Mind as part of its work with the Mind in Greater Manchester Partnership. This role will be based in Ashton-under-Lyne and Oldham, with a frequent requirement to travel within Greater Manchester.

You will be working in conjunction with other members of the Education and Development team (staff and volunteers), reporting to the Education and Development Senior Manager. You will also be working alongside other Local Mind Associations, the Big Life Group and our commissioners, the Greater Manchester Health and Social Care Partnership.

The role may also include involvement in other related projects as and when required.

## Vision, Mission and Values

Our Vision is “Enabling everyone in our communities to achieve better mental health”

Our mission is “To continue to provide the best quality local mental health services in prevention, early intervention, and primary care; alongside empowering individuals and our communities to live well.”

Our values are:

**Relationships** we listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation

**Potential** we encourage personal responsibility for development by discovering and realising the abilities and energies of people

**Aspiration** we support one another, clients and communities to achieve better mental health

**Learning** we seek insight and grow from experience finding new or better ways to contribute to the field of mental health

## Duties Relating to the Post

- To work as part of the Education and Development team, primarily in the delivery of the Greater Manchester Connect 5 Project.
- Responsibility for the planning and organisation of a broad range of engagement activities, many of which are ongoing, which require the formulation and adjustment of plans or strategies.
- Responsible for providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding.
- To analyse a range of facts or situations, which require judgement, or comparison of a range of options
- To work in partnership with a wide range of partners, key stakeholders and communities.
- To discover funding opportunities for the directorate, including increasing unrestricted funding to support overall financial sustainability of the directorate.
- To be responsible for ensuring the GM Connect 5 project is monitored and evaluated effectively for key stakeholders.
- To be responsible for achieving all outcomes and outputs related to key projects.
- Carry out any other reasonable tasks as requested by relevant manager

This role incorporates leading on all aspects of engagement work, including:

- To identify, recruit and register partner organisations and trainers via networking, social media and other forms of marketing.
- Recruiting suitably qualified individuals to attend ‘train the trainer’ courses, deliver training for their organisations, and to maintain the energy, commitment and participation levels of those trainers.
- The creation of an engagement plan with Connect 5 partner organisations, including coproduction framework;
- Direct contact with priority organisations/individual stakeholders;
- Coordination of coproduction process & events;
- Open promotion of Connect 5 programme within Greater Manchester networks;

- Proactive follow up of wider Voluntary Community and Social Enterprise (VCSE) organisations, if necessary; and
- Follow up/re-engagement with participating organisations (as identified by Big Life through the Learning Hub).
- Scheduling, resourcing and administration;
- Networking, trainer recruitment, social media engagement and wider marketing;
- Ability to horizon scan and to capacity audit and research across varied geographic and sector areas.
- Ability to build strategic plans based on asset mapping and to lead the implementation of those plans.
- Ability to and experience of building and maintaining strong positive relationship with stakeholders at all levels.
- Strong influencing and persuasion skills (specifically with external stakeholders).
- A thorough and comprehensive understanding of the VCSE sector across Greater Manchester and its different sub-sectors and geographical/thematic variances.
- Initiative to work within a framework of responsibilities without direct supervision, making decisions to prioritise competing demands.
- Ability to work with and across a partnership of multiple diverse organisations and to build working relationships with each component.
- Highly developed ability to involve, engage and motivate organisations, groups and individuals.
- Prepared to work flexibly and outside normal office hours to meet the needs of provision.
- To work 4 days per week in support of the Connect 5 delivery network;
- Efficiently complete administrative tasks involved in managing the engagement work.
- Promote the personal and professional benefits of delivering Connect 5 training;

## General

- Build and maintain positive relationships internally, throughout the Mind in Greater Manchester partnership, and externally with partners and stakeholders.
- Offer evening and/or weekend cover of service, on an occasional basis.
- Promote the concepts of well-being, early intervention and community engagement, ensuring that these underpin the direction of the organisation's activities.
- Assist with the recruitment of paid staff and volunteers, including providing appropriate support with induction and training of new recruits.
- Ensure duties are carried out within policy and procedure and relevant legislation.
- Ensure that any near misses, incidents and disputes are dealt with promptly, fairly and recorded. For any serious or on-going cases, ensure the matter is brought to the attention of management, directors or the executive committee.
- Carry out any reasonable tasks as requested by relevant manager.
- To promote the concepts of well-being, early intervention and community engagement, ensuring that these underpin the direction of the organisations activities.

- Ensure at all times duties are carried out within both policy and procedure and relevant legislation.
- Ensure that any near misses, incidents and disputes are dealt with promptly, fairly and recorded. For any serious or on-going cases, ensuring the matter is brought to the attention of management, director or executive committee.
- Carry out any reasonable task as requested by relevant manager.
- Enlarge our social media footprint and increase engagement.
- Responsible for providing and receiving routine information orally, in writing or electronically to inform work colleagues, clients, carers, the public or other external contacts
- To make judgements based on facts or situations, some of which require analysis
- To work in partnership with a wide range of partners, key stakeholders and communities.

## Person Specification – Connect 5 Engagement Worker

E = Essential and must be able to demonstrate these points in order to be shortlisted

### Attitudes and values

1. A dedication to developing a network of partnership organisations committed to delivering on the Greater Manchester Connect 5 vision.
2. A desire to take on the challenge of building connect 5 training capacity and capability.
3. A willingness to develop and maintain positive working relationships internally and across partnership agencies (E)
4. A willingness to embrace change and the unknown.
5. Emotional resilience and ability to manage own wellbeing.
6. A commitment to achieving targets.
7. A desire to work independently and proactively.
8. A commitment to providing effective high quality services (E)
9. A willingness to embrace change and the unknown (E)
10. A desire to deliver on the GM Connect 5 project and take on new challenges (E)
11. A commitment to provision by encouraging personal responsibility for development by discovering and realising the abilities and energies of people (E)
12. Seeking insight and grow from experience finding new or better ways to contribute to the field of mental health (E)

### Experience

1. Demonstrable success engaging partner organisations in a programme, project, scheme or strategy. (E)
2. Experience developing and executing a strategic plan, while responding to operational challenges and priorities.
3. 2 years' relevant experience of stakeholder engagement work. (E)
4. Experience identifying and engaging potential partner organisations and key individuals.
5. Experience of working with diverse stakeholders, ideally in the field of training and/or mental health.
6. Experience of working in a rapidly changing environment.
7. Experience of building/maintaining successful and complex relationships with key partners & stakeholders. (E)

### Qualifications

1. A qualification to a minimum Level 4 (E)

## Knowledge

1. An awareness of mental health and wellbeing.
2. Good knowledge of adult training practices.
3. Psychologically well-informed.

## Abilities

1. Strong ability to engage and manage partner relationships.
2. Ability to communicate effectively with partners, staff, volunteers, clients and external agencies.
3. Ability to build strong working relationships with partners.
4. Ability to prioritise own workload to meet deadlines.
5. Effective verbal and written communication.
6. Ability to work independently and as part of a team.
7. Ability to work pro-actively, independently and autonomously.
8. Ability to respond to problems and implement solutions.
9. Ability to manage and respond to change and uncertainty.
10. Ability to work professionally and manage professional boundaries.
11. Ability to undertake other reasonable tasks, as requested.

## Additional requirements dependent on the role

1. Ability to manage own personal wellbeing.
2. Ability to speak positively about opportunities to work/volunteer with the organisation, in support of volunteer recruitment.
3. Intermediate IT skills.
4. Ability to travel across Greater Manchester.

