



The Mental Health Service for our Community

Job description

Job title	User Involvement Coordinator
Qualification	No formal qualification is required. Refer to person specification and job description for a list of key attributes required for the post.
Contract	2 year fixed term
Hours	3 days per week, 22.5 hours
Salary	Band 2 psw
Service setting	Jami resources and local communities

Organisation

Jami was established in 1989 by parents, relatives and friends of people who experienced mental health difficulties. In 2013 Jami became responsible for the community's non-residential mental health provision, creating a single mental health service for the Jewish community.

Job purpose

This is a newly formed post which will be initially fixed term for 2 years and will be reviewed. In this role you will be working as the lead person to coordinate service user involvement across all levels of the organisation. You will help to develop and deliver an implementation plan which builds on Jami's vision of a service which provides exciting and creative opportunities to enhance service user involvement and co-production across the organisation.

As a signatory of 4Pi National Involvement Standards Jami is committed to involving service users at every level of the organisation.

Key Tasks

1. Work with people who use Jami services gathering insight and experiences across the organisation and feeding these back to managers to inform and shape service provision
2. Provide regular *Speaking Up* opportunities for people who use services which might include drop ins, forums and focus groups

3. Develop and carry out the annual user survey, analysing the results and providing recommendations
4. Carry out the annual staff audit, identifying user involvement across the service and comparing results year on year
5. Develop a service user involvement register, identifying areas where Jami seeks active involvement and supporting service users to identify the areas that interest them.
6. Identify and support peoples' training and support needs for inclusion on the involvement register
7. Develop monitoring and evaluation processes to measure involvement outcomes for those involved and the impact on Jami services
8. Work with the Jami service user involvement strategy to promote and include co production and service user involvement across all levels of the organisation
9. To establish and ensure service user representation on Jami's board of trustees and Clinical Governance and professional advisory board.

Principal accountabilities/responsibilities

1. To work as a full and effective member of the staff team.
2. To promote a culture of service user involvement and co-production across the organisation
3. To maintain up to date and accurate electronic records as required
4. To conduct service audits and research projects.
5. To maintain own personal development and keep up to date with current knowledge through reading, attending study days, conferences and meetings as appropriate
6. Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments
7. Compliance with the Equality Act, and Health and Safety legislation
8. Attend regular supervision with named supervisor
9. Participate in the organisation's appraisal process
10. Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
11. Carry out any other reasonable duties as requested by your line manager or another designated senior manager

Supervision

The post holder will be expected to:

- Attend regular supervision with named supervisor.
- Incorporate feedback from supervision into practice.
- Participate in a programme of continued personal development.
- Attend relevant meetings

Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

Training and Qualifications

Essential	Desirable
No formal qualifications are required for the post.	

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> ● Developing service user led groups or similar project development activities ● Developing projects based on co-production ● Gathering feedback from users of services and producing evaluation reports 	<ul style="list-style-type: none"> ● Experience of using mental health services

Skills/abilities

Essential	Desirable
<ul style="list-style-type: none"> ● Ability to gather, analyse and interpret data ● Ability to mentor and train service users ● Ability to present reports ● Ability to communicate effectively with service users, voluntary and statutory service providers, trustees and colleagues ● Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities ● Ability to engage with and motivate people who use mental health services ● Ability to facilitate service user groups ● Ability to write and present reports ● IT competency 	

<ul style="list-style-type: none"> ● Effective verbal and written communication skills ● Ability to work proactively and use own initiative ● The ability to work in a multi-cultural environment that meets the needs of the service users ● Understanding of service user representation and involvement ● Understanding of national developments in service user involvement ● Understanding of how to work with people that use or have used mental health services ● Strong written and verbal communication skills 	
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Personal Qualities

Essential	Desirable
<ul style="list-style-type: none"> ● Self-awareness & self-development ● Self-motivation ● Professional integrity ● Time management skills ● Ability to manage personal stress 	

For further details/informal visit please contact **Adam Ali** on **020 8458 2223** or email **adam.ali@jamiuk.org**

- Closing date for applications **Sunday 1st March**
- Interviews are likely to take place week commencing **Monday 9th March**