



The Mental Health Service for our Community

Job description

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| Job title | Community Development Facilitator, Head Room Café |
| Contract | Permanent |
| Hours | Up to full time (flexible, job shares are welcome) |
| Salary | £22,516 - £24,283.28 |
| Service setting | Head Room Cafe |

Organisation

Jami is a mental health charity committed to providing practical and emotional support to the Jewish community, delivering services that educate, support and facilitate recovery.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Job purpose

Head Room Cafe is a social enterprise and a community hub, providing a space for mutual support and open conversations about mental health. We take mental health support out of an institutional context and onto the high street. We aim to expand the conversation from individualised wellbeing towards a focus on solidarity and mutual support in community. The café has developed a peer-led programme that offers opportunities for people to be part of an inclusive community, in a relaxed and fun environment. The programme tackles social isolation and raises awareness and socio-relational understanding of mental health and ways of responding to distress.

We are now looking to recruit a Community Development Coordinator to help develop and deliver our growing provision. This role will be mainly based in the café and involves a combination of coordination, administration and facilitation.

Responsibilities

1. Draw on Intentional Peer Support Tasks and Principals and/or lived experience when building relationships, facilitating groups and service development. Training will be provided.
2. Develop, facilitate and co-facilitate groups and events at the café with the Community Development team and volunteers.
3. Be first point of contact for the café, engaging with community members in-person and by responding to queries made through email, phone and social media. Providing information about Jami and Head Room Café.
4. Working closely with Fundraising and Marketing Team to utilize social media and other communication tools to maximize the café's reach and engagement. Raise awareness of café news, activities and values through documentation of activities and contributions to the newsletter.
5. Cultivate relationships with relevant communities to raise awareness of the community programme and build good working partnerships.
6. Work in collaboration with the community development coordinator to implement monitoring and evaluation plan across all activities.
7. Provide regular reports and case studies as required.
8. Linking in with the other Jami services to support service users to access the café.
9. Build partnerships and collaborate with other organizations and ensure that people at the café who would like support are signposted to Jami and/or external health and social care organizations (voluntary and statutory).
10. Ensure confidentiality of the service and that the service users are respected at all times.

11. Maintain own personal development and keep up to date with current knowledge and health and social care agenda through reading, attending study days, conferences and meetings as appropriate.
12. Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments.
13. Compliance with the Equality Act, and Health and Safety legislation.
14. Attend regular supervision with named supervisor and group supervision.
15. Participate in the organisation's appraisal process.
16. Ensure that all activities are operated in a way which is consistent with the values of Head Room Café and Jami.
17. Carry out any other reasonable duties as requested by your line manager or another designated senior manager.

Key relationships

- Work closely with Head Room Café Community Development Team, volunteers and existing café community to cultivate and develop the programme
- Work closely with Head Room Café Community Development Team and Marketing Team to increase awareness of the community programme
- Build relationships and work closely with all Jami services and support people struggling with their mental health to access the café community
- Attend meetings, workshops and conferences of relevance to the Head Room Café provision

Knowledge and Experience

| Essential | Desirable |
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| <p>Minimum 3 years experience working in health and social care or similar.</p> <p>Group facilitation experience</p> <p>Service design and development and/or event production.</p> <ul style="list-style-type: none"> • Initiating and building partnerships with different organizations and stakeholders • Ability to work independently and take initiative | <p>Personal experience of using mental health services and/or mental health problems, distress or trauma.</p> <ul style="list-style-type: none"> • Public speaking • Supporting volunteers • Using social media platforms to promote mental health awareness and mental health services |

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| <ul style="list-style-type: none"> • Knowledge and commitment to equal opportunities and creating an inclusive environment • Ability to respond to challenging situations • Ability to build meaningful relationships with people, in particular with people who experience distress and trauma <p>IT skills including Microsoft Word, Excel and PowerPoint.</p> | |
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Training and Qualifications

| Essential | Desirable |
|---|---|
| <ul style="list-style-type: none"> • Willingness to undertake Peer Support training. | <ul style="list-style-type: none"> • Peer Support training |

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.

Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

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.

For further details please contact **Daniel Neis** daniel.neis@jamiuk.org

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org.

Closing date for applications: **Midday Wednesday 23rd September.**