

## Job description

<b>Job title</b>	Service User Involvement Coordinator
<b>Qualification</b>	No formal qualification is required. Refer to person specification and job description for a list of key attributes required for the post
<b>Contract</b>	Permanent
<b>Hours</b>	3 days per week
<b>Salary</b>	£25,000 - £28,000 pro-rotta, depending on experience
<b>Service setting</b>	Jami resources and local communities

### Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

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 set of highly professional 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

As a signatory of 4Pi National Involvement Standards Jami is committed to involving service users at every level of the organisation. We are looking for someone to coordinate and develop Jami's service user involvement strategy across the organisation. The post will be subject to review and re-evaluation in line with service development and service user needs. You will help to develop and deliver an implementation plan which builds on Jami's vision of a service which provides innovative opportunities to enhance service user involvement, engagement and co-production across the organisation.

## Responsibilities

- To work as a full and effective member of the Jami staff team across all levels of the organisation.
- To lead on the ongoing development and implementation of the Jami Service user involvement strategy.
- To coordinate the Jami service user involvement steering group
- To identify opportunities for service user involvement at Jami, recruit to those positions and provide (or coordinate) training and mentoring as required.
- Together with the quality and impact manager, measure the impact of service user involvement at Jami.
- Equip teams with best practice tools to engage with service users and harness their knowledge to improve our work
- Promote the value of service user engagement across the organization
- Enhance equality, diversity and inclusion within this area, working with our Jami Equity, Diversity and Inclusion group.
- To work with the quality and impact manager to send out regular service user surveys, analysing and reporting on the results.
- 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
- Provide regular Speaking Up opportunities for people who use services which might include drop ins, forums and focus groups.
- Develop a service user involvement register, identifying areas where Jami seeks active involvement and supporting service users to identify the areas that interest them.
- Equip and support teams with a wide range of best practice tools to listen to and engage with service users and potential service users and harness their knowledge and talents to improve our work
- To maintain up to date and accurate electronic records as required

- To conduct service audits and research projects.
- To maintain own personal development and keep up to date with current knowledge through reading, attending study days, training, conferences and meetings as appropriate
- Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments
- Compliance with the Equality Act, and Health and Safety legislation
- Attend regular supervision with named supervisor
- Participate in the organisation's appraisal process
- Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
- Carry out any other reasonable duties as requested by your line manager or another designated senior manager
- Engage with learning and development, both internally and externally
- Comply with all Jami Policies and Procedures, including GDPR, safeguarding and managing incidents.
- To compile and present regular quarterly reports for the service area

### Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• No formal qualifications are required for the post</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> </ul>

### Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Developing service user led groups or similar project development activities</li> <li>• Developing projects based on co-production</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using mental health services</li> <li>• Knowledge of Jewish communities</li> <li>• Have worked in mental health settings</li> </ul>

<ul style="list-style-type: none"> <li>• Gathering feedback from users of services and producing evaluation reports</li> </ul>	
--	--

## Skills/abilities

Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to gather, analyse and interpret data</li> <li>• Ability to identify and coordinate training opportunities for service users</li> <li>• Ability to communicate effectively with service users, voluntary and statutory service providers, trustees and colleagues</li> <li>• Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities</li> <li>• Ability to meet deadlines</li> <li>• Ability to engage with and motivate people who use mental health services</li> <li>• Ability to facilitate service user groups</li> <li>• Ability to write and present reports</li> <li>• IT competency</li> <li>• Effective verbal and written communication skills</li> <li>• Ability to work proactively and use own initiative</li> <li>• Ability to work in a multi-cultural environment that meets the needs of the service users</li> <li>• Understanding of service user representation and involvement</li> </ul>	

<ul style="list-style-type: none"> <li>• Understanding of national developments in service user involvement</li> <li>• Understanding of how to work with people that use or have used mental health services</li> <li>• Strong written and verbal communication skills</li> <li>• Ability to use IT platforms such as Zoom, Microsoft teams. E mail systems and conduct video conferencing</li> <li>• Ability to deal with sensitive information in line with the data protection act</li> </ul>	
--	--

### Skills/abilities

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

### 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 unauthorized person is a serious disciplinary offence.

For further details please contact **Adam Ali** on 020 8458 2223 or email [adam.ali@jamiuk.org](mailto:adam.ali@jamiuk.org)

To apply for the role, please send your CV and covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org). Closing date for applications **20<sup>th</sup> November**.