

Recruitment Pack

Engagement & Participation Coordinator

May 2024

Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that was co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

Connect Minds through ongoing engagement and co-creation.

Change Minds by challenging stigma and increasing knowledge around mental health.

Support Minds by being a source of help, where, when, and how people need it.

We value being:

Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

Bold

We're not afraid to demand better for people who need our help.

Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before age 14, building resilience from an early age is central to our work.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We're determined to be an organisation that represents the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

Join us to connect, change and support minds in Lancashire.



Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

Flexible working

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

Wellbeing benefits

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

Learning and development

You'll have protected time during regular 1:1 sessions with your line manager to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

Who you'll work with

You'll join colleagues in the Engagement and Inclusion Team, which is managed by the Community Engagement Projects Lead who also manages the Adult Projects Team.

Lancashire Mind is continually engaging with Lancashire communities to understand the barriers people face and the differing needs of particular communities. Our Engagement and Inclusion Team lead on this, working closely with the Adult Projects team.

We focus on working with communities who face additional barriers to accessing services along with additional challenges to their mental health, for example racialised communities, LGBTQIA+ communities, people living in poverty, men.

We have a responsibility to engage the communities we serve, to make sure we know and understand them, otherwise we risk services being inaccessible and not meeting need.

We do this well on an individual service level, with many of our projects designed with the people who use them but we need to improve how we involve people with lived experience in organisation-wide development plans and key decision making.



Your role

To help us work towards our plans for embedding participation, we're looking for someone to join our Engagement and Inclusion Team to work with the communities we aim to serve, with a focus on those who are underrepresented within Lancashire Mind services.

You will have knowledge and understanding of Lancashire communities and the barriers that people face to achieving mental wellbeing.

You'll be confident, creative and able to work autonomously in the community, where you'll communicate with a wide range of people and quickly build rapport.

Your role will be to ensure that more people with lived experience of poor mental health know who Lancashire Mind are and how they can get involved with and influence our work.

You'll work with the Community Engagement Projects Lead to create a range of opportunities for people to participate, including establishing formal structures, for example a lived experience panel and youth advisory group, which you'll design with the people who want to get involved.

You'll work with colleagues across all teams to ensure opportunities to influence Lancashire Mind's work are promoted to everyone who uses our services.

You will also support the work of colleagues who are engaging individuals and organisations, as part of the transformation of community mental health services in Lancashire.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.

Job description

Job title: Engagement & Participation Coordinator

Hours: minimum of 28 hours, up to full-time 35 hours per week

Contract: fixed term for minimum of 10 months, potentially longer depending on start date

Salary: £25,767 (pro rata)

Responsible to: Community Engagement Projects Lead

Location: Office base is in Chorley with a mix of home, office and community-based work

Overview

This is an exciting opportunity to work within local communities to improve wellbeing and mental health in Lancashire. Lancashire Mind recognises that there are multiple forms of inequality that present barriers to people effectively accessing mental health services and this role aims to empower people to influence better access to mental health support.

The Engagement & Participation Coordinator will be given the opportunity to support diverse communities across Lancashire to influence how our services are developed, how our organisation can improve to meet the mental health needs across Lancashire and campaign for better access to mental health services and support.

This will involve working collaboratively with colleagues across Lancashire Mind to ensure that people who use our services and those with lived experience of mental health are meaningfully involved in coproduction activities to improve mental wellbeing for all. You will work with both adults and children, under the direction of the Community Engagement Projects Lead to plan, promote and deliver engagement activities for a wide range of audiences across Lancashire.

This will involve carrying out research and working directly with people who use Lancashire Mind services, and the wider community, to ensure our services are designed with the people who will use them, as well as supporting colleagues within Lancashire Mind to provide a range of opportunities for people to influence our work. There is a significant element of lone working to this role, with travel to all areas of Lancashire.

Main duties and responsibilities

- Contribute to the development and implementation of an Engagement and Participation plan that supports the organisations strategic aims
- Carry out research to understand Lancashire Mind's existing audience and identify communities we are not currently engaging with
- Build and maintain relationships with a diverse range of stakeholders across Lancashire to reach diverse communities
 - Design targeted campaigns to increase the organisation's reach into local communities.

- Coordinate and deliver engagement activities and events (face-to-face and virtual) to connect with people who use services, partner organisations, targeted communities and the wider public
- Work with colleagues across the organisation to increase opportunities for people who use services to influence our work, including working together on an equal basis to coproduce services
- Develop and facilitate Lancashire Mind's Lived Experience Panel and Youth Advisory Group to support effective engagement and coproduction
- Gather insight from engagement activities to feed into the development of Lancashire Mind services
- Work with the Community Engagement Projects Lead to test, learn from, and adapt engagement activities
- Work with the Volunteer Engagement Coordinator to develop volunteering opportunities and develop ways to reach more people
- Promote Lancashire Mind within local communities and raise awareness of the importance of prioritising mental health and wellbeing
- Support colleagues to develop Lancashire Mind's work to challenge stigma, discrimination and barriers to mental health support and services
- Understand and implement Lancashire Mind's policies and procedures, including key policies such as safeguarding, lone working and information governance.
- Attend internal and external meetings and training, as and when necessary.
- Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
- Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other duties, as and when deemed necessary by a Senior Manager.



Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
Knowledge and experience	1. Recent work experience in a similar role or with transferable skills	A
	2. Knowledge of Lancashire communities and their diversity, culture, and varying needs	I
	3. Knowledge of how inequality creates barriers to engagement and access to services	A and I
	4. Experience of engaging and working with a diverse range of people, including children and young people	A
	5. Experience of planning, delivering and evaluating engagement activities and events	I
	6. Experience of handling disclosures and following safeguarding procedures, including signposting people for support	I
	7. Knowledge and understanding of professional boundaries, lone working, confidentiality and data protection policies and procedures	A

Skills, abilities and competencies	1. Excellent communication skills and the ability to engage a wide range of people through a variety of methods	I
	2. Skilled in building and maintaining relationships with a wide range of stakeholders, e.g. voluntary sector organisations, community leaders, statutory services, individuals, etc.	A
	3. Ability to facilitate group discussions and work alongside people to design activities, projects and services	A
	4. Ability to work autonomously and manage conflicting demands and pressures	I
	5. Excellent written communication skills with the ability to produce high quality content for engagement materials and reports	A
	6. Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to use video conferencing platforms and learn new software packages	I
Personal attributes	1. Positive, enthusiastic and friendly attitude	I
	2. Resilient and committed to promoting mental wellbeing for all	A
	3. A demonstrable personal commitment to equal, diversity and inclusion; and challenging discrimination	I
	4. Take accountability and hold others to account	I

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.

How to apply

If you would like to discuss the job before applying, contact Chris Bell, Community Engagement Projects Lead, christopherbell@lancashiremind.org.uk

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is 12 noon on Thursday 23 May 2024.

Email your completed application form to admin@lancashiremind.org.uk. Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place on Friday 31 May.

Please keep this date free as alternatives can't be offered. Successful candidates will be notified no later than 24 May. Interviews will be held in-person at Lancashire Mind's office in Chorley.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please don't hesitate to contact our Operations Team on 01257 231660.

What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- We allow 30 minutes for candidates to read the panel questions and make notes, which can be referred to during the interview.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

Lancashire Mind

80-82 Devonshire Road
Chorley
Lancashire
PR7 2DR

01257 231660

admin@lancashiremind.org.uk

www.lancashiremind.org.uk

Registered Charity Number 1081427

Registered Company Number 3888655