



Hampshire Psychological Therapies Service

JOB DESCRIPTION

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| Job Title: | Outreach Co-Ordinator (italk) (employed by Solent Mind) |
| Purpose: | Engage with underrepresented groups to understand their barriers to accessing italk services. Develop and implement effective solutions to reduce or overcome these barriers. The nature of solutions will vary, depending on what is most effective for the identified barriers, but could include work within the service, improving internal processes or staff training, work in the community such as promotional campaigns or community engagement and co-production, or partnership work such as developing new referral pathways or joint service provision. |
| Reports To: | italk Patient Engagement and Marketing Manager (Employed by Southern Health NHS Foundation Trust) with a dotted line relationship to Demand and Capacity Manager (Employed by Solent Mind). |
| Direct Reports: | None |
| Key Relationships: | IAPT Step 2 Team, Southern Health NHS, Solent Mind services plus a broad network of local health, care and community organisations and community groups |
| Location: | In the Community across Central and East Hampshire with an office base either at Basingstoke (North Hub), Gosport (East Hub) or Eastleigh (West Hub) (combined with some remote working) |
| Hours: | 37 Hours Per Week (5 days out of 7) (to include some evening and weekend working) |
| Salary: | £23,057 to £24,830 Per Annum (SM PP 25-28) |

Main Responsibilities

- Undertake research and engagement work with underrepresented groups in the community to understand barriers to access and potential solutions.
- Together with the outreach team and Marketing Manager, strengthen and increase the service's links with the community and professional networks across Hampshire, with a focus on your geographic area of Central and East Hampshire.
- Deliver informational talks to community groups, workplaces and partner organisations to raise awareness of the service.

- Represent italk at professional networking meetings and community events, which may vary from hosting information stands at events to participating in meetings such as community forums, where relevant to the role.
- Identify opportunities for joint working with relevant partner agencies, such as developing referral routes or joint service provision that facilitates access to the service for target groups.
- Support the general patient engagement and marketing work of the service, including assisting with both digital and print marketing campaigns, and the organisation and distribution of promotional materials.
- Work collaboratively with other italk teams such as Employment Advisors and other services within Solent Mind such as Wellbeing Services, involving them in the outreach work where appropriate.
- Manage a small budget where required to do so.

Professional

- Be an ambassador for italk, representing the service with integrity and professionalism at all times.
- Be aware of, and keep up to date with, the service's provision, referral routes and relevant policies such as eligibility criteria in order to represent italk effectively in the community.
- Attend managerial supervision on a regular basis.
- Ensure clear objectives and activity levels are identified, discussed and reviewed with line management on a regular basis as part of your professional development.
- Participate in individual annual appraisal review and respond to agreed service objectives.
- Attend relevant training/workshops in line with identified professional objectives.

General

- To uphold the aims and values of the organisation.
- To contribute to the ongoing development of the service and to best practice.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- Work within the organisation's policies and procedures.
- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of the organisation.



Person Specification

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Location: In the Community across Central and East Hampshire with an office base either at Basingstoke (North Hub), Gosport (East Hub) or Eastleigh (West Hub) (combined with some remote working)

| Requirement | Essential or Desirable |
|--|---|
| <p>Qualifications/Education/Training:</p> <p>Level 2 qualifications in (GCSE 9 - 4 or equivalent) in English, Maths and ICT.</p> <p>Level 3 or above qualifications in a relevant field such as social or behavioral sciences, communications or marketing.</p> <p>Training in Project Management or Business Administration.</p> <p>Relevant mental health training such as psychology, counselling, CBT or Mental Health First Aid.</p> | <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> |
| <p>Experience:</p> <p>Experience of leading projects, taking responsibility for delivering the project's goals to agreed deadlines, communicating effectively with stakeholders, and evaluating results.</p> <p>Experience of effective community engagement work or co-production, preferably with disadvantaged groups or groups underserved by public services.</p> <p>Experience of presenting or public speaking</p> <p>Experience of creating and implementing promotional campaigns, preferably for a healthcare or community benefit.</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> |
| <p>Knowledge/Skills/Competencies:</p> <p>An understanding of common mental health conditions such as anxiety and depression and how psychological therapies such as CBT can help people to recover.</p> <p>An understanding of some of the general barriers to accessing health and care services, particularly for disadvantaged groups. An understanding of how this would affect access to talking therapy services in particular is preferred.</p> <p>Excellent problem-solving skills, including knowing when to seek guidance, the ability to take into account a range of differing perspectives and consider the potential knock-on effects of proposed solutions.</p> <p>Ability to self-start projects. Proactively initiating, creating and delivering own schedule of work.</p> <p>Strong written and verbal communication skills, and ability to build a rapport with people from all backgrounds, and liaise with professional contacts at all levels.</p> <p>Willingness / ability to travel for community engagement work, meetings and events across Hampshire, including some evening or weekends (around 2-3 times per month).</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> |

| Requirement | Essential or Desirable |
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| Intermediate computer skills including the use of Microsoft Office programmes plus willing and able to be trained to use Zoom, update our social media accounts and update our website content using a simple CMS. | Essential |
| Ability to work as an effective team member and form good working relationships with colleagues. | Essential |
| Ability to work on own initiative, seeking guidance and support when needed. | Essential |
| A can-do attitude, and ability and willingness to learn new skills or knowledge wherever beneficial to the project. | Essential |
| Strong connections with local communities, particularly communities underserved by public services such as areas of Hampshire with higher levels of deprivation, rural communities or minority groups. | Essential |
| Translation or interpretation skills, either in languages widely used in Hampshire such as Polish or Nepalese, British Sign Language, Makaton or accessible communication skills such as developing Easy Read materials. | Desirable |
| Creative skills, such as copywriting or design, particularly with experience writing or designing for the target groups mentioned above. | Desirable |
| <p>Other:</p> <p>Sharing our passion for improving access to psychological therapies, and for ensuring all of our local population have equal access to our service at the earliest opportunity.</p> <p>Commitment to Solent Mind's value base underpinned by access, recovery and social inclusion</p> <p>Commitment to Solent Mind's Equal Opportunities and Diversity policies</p> <p>Willingness to undergo a relevant DBS check if required</p> <p>Access to a car for work purposes</p> <p>Ability to lone work effectively, where required</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> |

Date job originated: October 2020
Date job reviewed: August 2021
Reviewing Manager: Jen Excell



DBS NOT REQUIRED FOR THIS POSITION

Disclosure & Barring Service And Recruitment Of New Staff