



Post: HeadsUp Project Worker
Responsible to: HeadsUp Project Manager
Hours: 21 hours per week
Salary: 24, 282 pro rata

Main purpose of the post:

Empower residents with lived experience of mental health problems to utilise their experience to improve the way mental health services are developed, reviewed and delivered through co-production and user involvement. Work mainly in the borough of Hammersmith and Fulham with some work in the borough of Ealing.

Main Duties and Responsibilities

1. Actively promote, coordinate and facilitate the involvement of the HeadsUp Mental Health Network in Hammersmith & Fulham.
2. Flexibly work and facilitate meetings and forums within both community and In-patient settings.
3. Outreach and increase membership of The Mental Health Network in H&F within all areas of mental health and social care (secondary and primary, statutory and non-statutory) this includes but is not exhaustive of:
 - Targeting minority groups and utilising creativity to engage people in ways that are meaningful for them.
 - Regularly travelling to and engaging with service users and service providers across the boroughs within their service settings; GP surgeries, recovery mental health teams, resource centres, supported housing and faith groups.
 - Produce and distribute promotional material
4. Facilitate a safe online platform for service users to engage with the project, each other and providers, including webpage, blogs, Facebook, Twitter.
5. Further develop current on-line platforms and create new ones where gaps exist
6. Facilitate the organisation of events within the borough of Hammersmith and Fulham. Facilitating service users to take an active part in event planning and hosting.
7. Record and maintain action logs based on service user feedback and hold providers to account by facilitating an effective feedback cycle.

8. Facilitate peer support between HeadsUp members and develop opportunities for peer to peer engagement.
9. Attend provider and commissioner meetings with and on behalf of service users to uphold the service user voice.
10. Facilitate meaningful involvement of service user representatives at provider and commissioner meetings, by
 - Mapping meetings that influence the design and delivery of mental health service
 - Ensuring service user representation is present
 - Coordinating with professionals so service users have access to accurate role descriptions and terms of reference and understand the boundaries and limitations of their role.
11. Regularly communicate with the networks providing relevant updates and external opportunities for involvement and co-production
12. Embrace and facilitate creative ways for people to share their experience and get involved e.g. film, blog writing, poetry, drama, presentations, etc.
13. Support service users and external stakeholders to work collaboratively and in line with co-production guiding principles.
14. Create and maintain good networking with other relevant groups and organisations.
15. Maintain records and data and provide reports as required.
16. Collect satisfaction and empowerment measures from members about the HeadsUp Project and accurately record the data in a timely fashion.
17. Take an active role in producing reports for quarterly commissioning monitoring
18. Work within the policies and procedures of HFMind and attend meetings and training as required

**HeadsUp Project Worker
Person Specification**

1. Knowledge and understanding of the needs and aspirations of people who have lived experience of mental health problems
2. Commitment to the empowerment of people with lived experience of mental health problems
3. Ability to develop and maintain positive working relationships with service users, carers and staff working at different levels in a range of organisations
4. Excellent verbal and written communication skills
5. Strong organisation and administrative skills including ICT skills
6. Highly skilled at using social media and a strong desire to develop on line platforms and use on a day to day basis
7. The drive to motivate self and others and achieve positive outcomes for the service, both independently and as a team.
8. Ability to enable service users to promote their views and opinions without injecting your own views or those of HFMind
9. Flexibility in overall approach to work
10. Willingness to occasionally travel between Ealing, H&F and neighbouring boroughs
11. Ability to recognise and work within the boundaries of the role, including confidentiality and the working protocols between agencies
12. Knowledge of statutory and voluntary sector service provision and the roles and relationships between commissioners and providers
13. Strong sense of self and ability to set and maintain boundaries
14. An ability to reflect and review working situations and interactions objectively
15. Good knowledge of Hammersmith & Fulham borough, populations, health and social care needs and health inequalities
16. Lived experience of mental health problems – Desirable