



Job Description and Person Specification

Post	Engagement Facilitator – Mental Health and Drugs and Alcohol
Location	Office- Huntingdon based with county wide travel
Line Manager	Executive Director – Lois Sidney
Hours	22.5 (Tues/Wed/Thurs) One year FTC
Salary	£21,074 pro rata (actual salary - £12,644)
Main Objective	To support the work of engaging adults and carers who use mental health or drug and alcohol services, in the planning, design and evaluation of the services they use.

The SUN Network values

- Empathy
- Personalisation
- Working Together
- Honesty
- Inclusion

These 5 values have been chosen for us by people who have needed mental health or drug and alcohol services

Overview of project:

The purpose of the project is to work with service users, services and commissioners so that service users have an effective voice in the commissioning of mental health and drug & alcohol services across Cambridgeshire and Peterborough. There will be a need to ensure that people from all parts of the county have an equal opportunity to be involved. The project will be flexible and responsive to individual service user needs and be able to reflect their cultural and communication needs. Links with existing user forums will be essential but work with other groups will need to be developed. Because the project has to be responsive to service user needs, the activities will change over time.

The SUN Network Cambridgeshire and Peterborough
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,
PE29 7HN

www.sunnetwork.org.uk

Registered Company No: 11167922



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Specific Duties and Responsibilities:
To amplify the voice of service users to influence and shape the delivery of mental health and drug and alcohol services across Cambridgeshire and Peterborough
To engage adults who use mental health and/or drug and alcohol services in the design, delivery and evaluation of the services they use
To promote engagement of people who use the service, within all statutory and voluntary mental health and/or drug and alcohol services across Cambridgeshire
To help provide training, information sessions and workshops to people who use mental health and/or drug and alcohol services in order to empower them to have their voice
To work with voluntary organisations to help support engagement within their services
To undertake consultations/evaluations with people who use mental health and/or drug and alcohol services as required by the commissioners
To produce written reports detailing findings from consultations as and when required
To facilitate and mediate between people who use mental health and/or drug and alcohol services to promote good working relationships between all parties
To organise or attend events for people who access mental health and/or drug and alcohol services
To help promote all engagement opportunities including the gathering of feedback
To help promote the good name and branding of The SUN Network
To help identify barriers to services for seldom heard groups, and work with organisations to address these barriers
To participate in and complete all training relevant to the delivery of the service
To participate in line management supervision
To participate in the lone worker duty system
To undertake all other duties commensurate with the role description
To maintain standards of care with regard to health and safety, equal opportunities, confidentiality, individual and personal choice





General Duties: The Engagement Facilitator is expected to work within the following values:	
Equality	<ul style="list-style-type: none"> Promote the equality, diversity and rights of others by ensuring people are respected and valued as individuals Ensure equal access to services, that people are treated with dignity and that no discriminatory behaviour takes place.
Quality	<ul style="list-style-type: none"> Have due regard for health and safety and security in the workplace and contribute to raising awareness. Be able to highlight and challenge poor practice. Work according to the policies and procedures of Mind in Cambridgeshire (host organisations) and SUN Network.
Services	<ul style="list-style-type: none"> Maintain a service which meets the needs of service users. To work in accordance with the principles of recovery. Evaluate and manage risk.
People	<ul style="list-style-type: none"> Create productive working relationships with commissioners, services, and service users. Contribute to the identifying of, and ongoing support of volunteers. Identify individual and team development needs to continually improve performance and knowledge. Develop personal skills to improve performance and knowledge.
Performance	<ul style="list-style-type: none"> Carry out plans and methods of working, monitoring and evaluating work and ensuring reports on performance are available. Participate fully in and complete any relevant training for the post. Attend supervision, team and other meetings.
Resources	<ul style="list-style-type: none"> Ensure that equipment and materials are available to achieve service outcomes. Manage limited resources.
Information	<ul style="list-style-type: none"> Gather information and outcome measures as required. Provide regular activity reports to line manager. Be involved in clinical audit. Act in accordance with the provisions of the Data Protection act 1998 and associated legislation.





Person Specification Engagement Facilitator

Competency	Essential	Desirable
1.0 Mental Health and Drug and Alcohol Experience		
1.1 An understanding of Mental health and/or drug and alcohol issues and how they affect individuals and their families	✓	
1.2 Experience of working in a mental health and/or drug and alcohol related field either paid or as a volunteer		✓
1.3 Experience of engaging seldom heard communities		✓
1.4 The ability to work in creative and innovative ways to engage people who use mental health and drug and alcohol services		✓
1.5 Ability to engage in individual and group supervision and line management		✓
1.6 Ability to reflect on own practice		✓
1.7 A comprehensive understanding of Boundaries, Risk assessment, and Safeguarding of vulnerable adults and Child protection		✓
1.8 Lived experience of mental health or drug and alcohol challenges		✓
2.0 Education and Life Skills		
2.1 Be educated/trained in a relevant field and have evidence of continued professional development		✓
2.2 Ability to link training with practice		✓
2.3 Have excellent communication and negotiation skills	✓	
2.4 A positive can-do approach		✓
2.5 Resilient with a sense of humour	✓	
2.6 Ability to work independently but flexibly		✓
2.7 A team player		✓
3.0 Organisational Skills		
3.1 Ability to organise varied priorities and tasks related to both practice and administration		✓

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3.2 computer literate inc: writing reports, emails, use of Excel, Powerpoint, social networking and managing websites		✓
3.3 Ability to develop positive relationships and effective networking with mental health and drug and alcohol organisations	✓	
3.4 Ability to organise events and speak in public before a varied group of people		✓
4.0 Social Inclusion		
4.1 Ability to network with isolated groups within the community		✓
4.2 To ensure that the services do not marginalise or contribute to the stigma and discrimination of people with mental health and/or drug and alcohol needs. To have the confidence to challenge in cases where this is apparent		✓
5.0 General		
5.1 Comprehensive understanding of Equal Opportunities and Diversity		✓
5.2 Be able to recognise when you need to ask for help		✓
5.3 Car driver – must be willing to use own car to travel across Cambridgeshire and when required transport people who use services. (Business use on car insurance)	✓	
5.4 Ability to make visits to people’s homes and community venues.	✓	

This post is subject to a satisfactory enhanced DBS clearance.

For more information or an application form, please contact lois.sidney@sunnetwork.org.uk

