



Job Description

Job Title:	Community Mental Health Engagement & Research Manager
Responsible to:	Deputy Chief Officer
Strategic relationships:	Residents, people with lived experience and their carers, VCSE organisations, Senior Managers and strategic partners.
Hours of work:	Full time 37 hours a week (although 30 hours will be considered)
Purpose of the Post:	To lead the community engagement and maintain the lived experience network of with people who have a lived experience of mental health (and other co-occurring conditions) sharing their experiences to contribute to making positive changes to community mental health services in Portsmouth. To facilitate a network of community based and statutory services and ensure that residents with lived experience have the opportunity to engage with and lead community research projects.
Salary:	£35,000 pro rata

This post is subject to a satisfactory DBS check at an enhanced level.

Duties and responsibilities

1. Administration

- To produce clear project plans with identified outcomes and timescales for reporting purposes.
- To ensure relevant data/information is maintained within the CRM in order to inform development and performance reporting
- To produce updates and reports for the SMT and HIVE Trustee Board with clear progress against targets as required.
- To Ensure relevant data/information is collated and produce reports as required



- To ensure appropriate information gathering and research for reporting.
- To appropriately maintain records, decisions, agreed actions within the team and partners to ensure that actions are followed up and reported

2. Community Engagement

- To lead extensive and thorough engagement with those with lived experience and their carers.
- To facilitate conversations with diverse communities across the city as required
- To facilitate input from a diverse group and ensuring that as many individuals as possible have a voice.
- To act as a community champion and ambassador for mental health issues and the VCSE contribution in supporting wellbeing.
- To horizon scan potential opportunities for engagement with underrepresented groups.
- To attend community events across the city to maximise potential engagement opportunities.

3. Lived Experience Networks

- To act as a champion for the established lived experience networks.
- To develop new, and engage with existing, networks in the sector and in the City.
- To build awareness of the networks and identify gaps in provision and services.
- To champion the benefits of and ensure the principles of co-production are embraced throughout the networks.
- To facilitate mutual respect between all participants, partners and stakeholders.

4. Partnership Working

- To influence improving access to services and to improve the support available to people with lived experience.
- To work collaboratively within the VCSE sector, with commissioners, providers and people with lived experience and their carers.
- To ensure that transformation is focused on quality and service improvement which is needs led and supported by those with lived experience.



- To engage with the VCSE sector and community based providers in Portsmouth and ensure HIVE has a good understanding of the provision of services across the city.
- To facilitate partnerships between VCSE organisations and wider partners.
- To work with VCSE groups to address gaps in provision, build sector capacity and support with funding requirements.
- To develop and provide support to the Mental Health Network in the city and ensure a wide range of partners and lived experience members are able to participate.
- To Facilitate partner agreement on priorities and jointly explore how needs may be met.

5. Research, Data & insight

- To work in partnership with local communities, residents with lived experience, VCSE organisations and research partners.
- To ensure communities and individuals with lived experience have a positive and meaningful influence on the relevance, shape and impact of the research undertaken.
- To develop an informed and knowledgeable oversight of gaps and needs vs availability of services.
- To capture and create case studies as required
- To support the development of methods to demonstrate the impact and value of both HIVE and the VCSE sector in the city.
- To contribute to HIVE community and sector insight functions as required.

6. Health and Safety

- To prioritise safeguarding within networks and service transformation proposals, and where necessary reminding each partner or organisation of their individual and collective responsibility.
- To ensure the correct reporting mechanism are followed for highlighting any concerns regarding the wellbeing of participants, and where appropriate put arrangements in place to enable continued input.
- To ensure all events and activities have appropriate risk assessments in place.
- To maintain appropriate accident records and reports as required.
- To maintain accurate health and safety records as required.



7. General

- To carry out all tasks and duties that may be assigned by Hive Portsmouth.
- To line manage and supervise staff as may be required.
- To comply with all policies, procedures and governing documents.
- To maintain all systems in line with the General Data Protection Regulation (GDPR) and all relevant data protection legislation.
- To work proactively to ensure environmental sustainability of all operations.
- To work in effective collaboration with all staff of the Hive Portsmouth embracing a 'one team culture'.
- To attend all relevant meetings, preparing papers and reports as and when required.
- To provide cover for the helpdesk and helpline as and when required.
- To deal with customer feedback, whether positive or negative, in a courteous, efficient and timely manner.
- To portray a positive image, both internally and externally of Hive Portsmouth by displaying high standards of service, integrity, punctuality, politeness and professionalism.

HIVE Portsmouth brings people together to build a happier, healthier and more connected city

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