SAMH Role Profile

Job Title: Project Officer - (Communities and Priority Groups)
Department: SeeMe
Reports to: Programme Manager (Communities and Priority Groups)
Direct Reports: None

Role Summary

The post holder will be responsible for influencing and facilitating change to support and grow the social movement to end mental health stigma and discrimination as part of the Communities and Priority Groups team.

This team works to empower people with experience of mental ill health to raise awareness and understanding of mental health problems and to take action on stigma. It engages with and supports people within diverse communities (of place, interest and identity) to call out and challenge mental health stigma and discrimination and, through working with a range of partners drives forward a programme that influences change to address the stigma experienced by particular groups and communities across Scotland.

The post holder will be involved in creating partnerships, involving people with lived experience of mental health problems and coordinating a range of different projects and activities.

The role involves working with a range of organisations and partners who support change and improvement for priority populations (defined as those at greatest risk of experiencing mental health stigma and discrimination), groups protected under the Equality Act (2010) and people experiencing multiple stigma and marginalisation.

Empowering people and communities to take action is a central aspect of the role. The job holder will maintain excellent working relationships across the programme and particularly within their team. Model behaviours based on organisational values; working flexibly and collaboratively across the team to make a noticeable and positive contribution to the working environment and team culture. They will also develop and maintain good working relationships with key external partners and people with lived experience of mental health problems who engage with the programme.

Essential Duties and Responsibilities

1. Apply community engagement and development approaches to engage, train and empower people with lived experience of mental health problems, as well as key national and local partners, to become active in challenging stigma and discrimination.

2. Work closely with the Lived Experience Participation Officer to recruit, train, manage and support See Me volunteers and people with lived experience of mental health problems are safely and effectively engaged and active in the See Me programme.

3. Develop and disseminate training, tools, resources with volunteers and partners to empower them take forward their own anti stigma projects, networks and peer-led approaches.

4. Work closely with colleagues across the programme to take forward a co-ordinated response to the stigma and discrimination concerns of the communities and priority groups identified in the delivery plan.

5. Engage and support key partners to influence improvement in local and national policy and practice, building on sound evidence of what works in reducing stigma and discrimination.

6. Be an ambassador for the Programme and facilitate networks and deliver training, workshops and presentations to promote and enhance the social movement and highlight our work, tools, resources and approaches at learning events and seminars.

7. Record and produce key monitoring and analysis data to evidence impact.

8. Support the Manager, See Me colleagues and key partners to continue to improve, develop and learn from approaches that work to end mental health stigma and discrimination.

9. Maintain high quality standards of project management, including planning, delivery, knowledge exchange, monitoring and reporting.

10. Take an active role in external promotion and influencing activities, working alongside the Communications and Public Affairs team.

11. Carry out any other duties as may be determined from time to time by the Manager which may be reasonably required of the post holder.

Working Environment/ Special Circumstances

- From time to time out of hours working will be required and flexibility will be expected to support effective delivery and opportunity development of the programme. Travel will be required.

Experience & Qualifications

Essential

Community development, community engagement or other similar experience.
Experience of meaningful engagement with marginalised groups
Experience in delivering training and facilitation.
Experience of developing and sustaining excellent working relationships with community members and colleagues from other organisations.
Experience of influencing and taking forward partnership approaches
Experience of writing materials to support community members' engagement and action.
Experience of completing risks assessments and ensuring safety and wellbeing of community members.

Desirable

Experience of operating digital platforms / social media spaces and supporting others to safely use them.

Knowledge and skills

Essential

Understanding of tools and support techniques for working with vulnerable adults
Knowledge of mental health stigma and discrimination.
Ability to fulfil team plan effectively including during busy periods.
Ability to engage, motivate and empower community members.

Ability to balance empathy with professionalism in supporting community members.

Ability to work autonomously planning, organising and managing own workload to achieve organisational goals.

Ability to effectively problem solve, gathering information from a range of sources to identify problems draw logical conclusions and make effective decisions.

Ability to be reliable, resilient and adaptable especially in difficult circumstances and can recognise the need for change and be able to effectively manage it.

Desirable

Understanding of human rights based approaches (HRBA).

Understanding of intersectional approaches to community engagement

Working knowledge of the Equality Act 2010

Understanding of current issues relating to mental health in health and social care.

Ability to initiate new ideas when required.

Skilled in use of information technology to support team delivery and community members.

Qualifications

SAMH values and recognises relevant specialist skills & experience gained outside of education to be just as valuable as a degree. In this post, we're looking for someone with relevansignificant experience in community development or youth work or a relevant qualification (essential).

Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Core Competencies, Behaviour and Skills

Recovery Focussed
Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication
Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds

Deliver a high standard/quality of work
Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning
Ability to reflect on own practice and learn from own experiences and those of others.
Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity
Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.
Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being
Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation
Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working
Ability to work as part of a team.

Service User Engagement
Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach