

SAMH Role Profile

Job Title: Project Officer - (Settings)
Department: SeeMe
Reports to: Programme Manager (Settings)
Direct Reports: None

Role Summary

The post holder will be responsible for influencing and facilitating change to support and grow the social. The focus of the settings team in See Me is to influence and support positive change in the organisations and settings where people tell us they experience higher levels of stigma and discrimination as a result of mental ill health. This team works to engage and empower people with experience of mental health problems to raise awareness and understanding of mental ill health and to call out and take action on the stigma and discrimination people experience when accessing or engaging in services and support.

Focusing initially on health care, mental health services and social care the post holder will work with key partners to take forward projects and activities that aim to improve attitudes, reduce prejudice and influence positive change in practice and culture; thereby improving experience and outcomes for people struggling with their mental health. Empowering people and organisations 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.

They will 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. Work with the Programme Manager (Settings) to design, develop and deliver a projects to support improvements in key settings across Scotland. Initially the focus will be in healthcare, social care and mental health services.
2. Work with the Lived Experience Participation Officer to recruit, train, manage and support See Me volunteers and ensure people with lived experience of mental health problems are safely and effectively engaged in the programme of work
3. Work with partners, volunteers and people with experience of mental health problems to develop, trial and share training, tools, and resources to tackle stigma in health and social care settings.
4. Through direct engagement, networking and facilitation of peer led approaches support practitioners and leaders in key settings to take forward anti stigma projects
5. Work closely with See Me colleagues to take forward a co-ordinated response to the stigma and discrimination experienced by people within identified key settings (set annually in our delivery plan)

6. Influence improvement in local and national policy and practice, building on sound evidence of what works in reducing stigma and discrimination.
7. 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.
8. Record and produce key monitoring and analysis data to evidence progress and impact.
9. Build on our understanding of what works to address stigma and discrimination in key settings creating and facilitating new ways to share this and influence action in settings across Scotland
10. Maintain high quality standards of project management, including planning, delivery, knowledge exchange, monitoring and reporting.
11. Take an active role in external communications, engagement and influencing activities, working alongside the Communications, policy and public affairs team.
12. Carry out any other duties as may be determined from time to time by the Programme Manager (Settings) 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

Experience of influencing and taking forward partnership approaches.

Experience of developing and sustaining excellent working relationships with colleagues from other organisations.

Experience of conducting needs assessment activities, including surveys and focus groups.

Experience of conducting analyses of both qualitative and quantitative data to support benchmarking and improvement planning.

Experience of delivering training and facilitation.

Experience of collating performance and impact data and feedback.

Experience of drafting briefings and reports.

Experience of working with others to create digital tools and resources.

Desirable

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

Experience of working on employment equality and diversity issues.

Knowledge and skills

Essential

Knowledge of issues relating to mental health stigma and discrimination.

Working knowledge of the Equality Act 2010

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

Ability to fulfil team plan effectively including during busy periods.
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

Knowledge of employment equality and diversity issues and good practice.
Knowledge of improvement science and benchmarking type processes.
Knowledge of human rights based approaches (HRBA).
Ability to initiate new ideas when required.
Skilled in use of information technology to support team delivery and community members.
Ability to initiate new ideas when required.
Understanding of tools and support techniques for working with vulnerable adults

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 relevant significant 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