

SAMH Role Profile

Job Title:	National Participation and Engagement Officer
Job Family:	Influence & Change
Department/Service/Area:	Public Affairs & Communications
Reports to:	Head of Public Affairs & Communications
Responsible for:	Volunteers and third party suppliers as required

Role Summary

It is a crucial time on mental health in Scotland and our work influencing policy at the highest level has never been more important. The National Participation and Engagement Officer will be responsible for leading our participation activity across SAMH and delivering our commitment to ensure that people with lived experience of mental health problems are at the heart of everything we do. This is an exciting new role, and the successful candidate will have a unique opportunity to shape the role and take SAMH's work into new and diverse areas.

The post holder will be responsible for co-ordination of lived experience engagement across SAMH to embed participation as a core aspect of our organisational approach. You will be the participation specialist, supporting and encouraging teams to deliver innovative and high quality participation methodologies.

Essential Duties and Responsibilities

1. Develop and co-ordinate delivery of an engagement strategy that puts the voices and views of people who are affected by mental health problems, along with the insight that comes from lived experience, at the heart of SAMH's approach.
2. Co-ordinate the recruitment, induction, management and safe engagement of volunteers to ensure that people with lived experience of mental health problems are active in SAMH.
3. Lead on the development of an induction programme for volunteers ensuring they are: supported and equipped with the appropriate materials; have an understanding of the key policies and procedures; and are aware of the roles and opportunities open to them.
4. Develop effective methods and initiatives for supporting lived experience participation across all areas of SAMH, ensuring high quality engagement, participation planning, support and supervision for volunteers.
5. Working with volunteers and colleagues, create and coordinate an annual development programme to ensure people with lived experience who are engaged in our work feel confident and skilled in their role.
6. Maintain and develop own knowledge of current mental health policy and practice, including safeguarding.
7. Lead on organising events to celebrate, recognise and learn from the efforts of volunteers and people with lived experience engaged in our work.
8. With the support of the communications team, ensure effective communication of the volunteer programme, including sharing news, progress and available opportunities.
9. Working with the Head of Public Affairs and Communications, and other colleagues, to develop appropriate policies, procedures and arrangements to support meaningful participation.
10. Support colleagues to capture and share learning on the process and impact of lived experience contribution.
11. Working with IT and data management colleagues, develop a single lived experience database to facilitate a safe and streamlined experience for those who may be sharing their lived experience with us in different ways.
12. Manage the project budget and associated resources.
13. Carry out any other duties as may reasonably be required.

Key Working Relationships & Contacts

The post holder will:

- Maintain excellent working relationships at all levels across SAMH. In particular, you will develop and maintain excellent working relationships across programmes where participation approaches already exist, such as See Me.
- Build and maintain positive working relationships with people with lived experience of mental health problems.
- Develop excellent working relationships and key partnerships with a range of national, regional and local stakeholders.

Working Environment/ Special Circumstances

SAMH adopts a flexible approach to working environment. Travel will be required in this role.

Experience, Qualifications & Knowledge

Experience	
Extensive and varied experience working alongside people with lived experience of mental health problems and/or experience of disadvantage due to ill-health or social inequalities	Essential
Experience in developing and sustaining excellent working relationships with volunteers, community members and colleagues from other organisations.	Essential
Experience in writing materials and delivering activity to support volunteer engagement and action.	Essential
Demonstrable track record in community development or community engagement	Essential
Relevant experience in designing and leading workshops, networking events or seminars on a national scale	Essential
Evidenced experience in developing and managing safeguarding procedures	Essential
Developing and managing high quality partnerships with senior stakeholders across diverse sectors	Essential

Qualifications	
Relevant experience in the sector, or a relevant degree, post graduate diploma or professional qualification.	Essential

Knowledge	
Understanding of tools and support techniques for working with vulnerable adults and young people.	Essential
Excellent analytical and problem-solving skills	Essential
Solid interpersonal and communication skills with the ability to communicate and build rapport with a wide range of people at different levels	Essential
Proven knowledge and understanding of safeguarding issues.	Essential
Ability to work sensitively with people who may be at a vulnerable point in their life	Essential
Excellent and engaging written communication in a range of styles for a range of audiences, particularly in the digital space	Essential
Excellent time management, organisation and administration skills	Essential
Ability to balance empathy and professionalism in supporting people with lived experience	Essential
Excellent IT skills	Essential
Broad knowledge of mental health	Desireable
Strong facilitation skills	Desireable
Knowledge of GDPR, data protection legislation and good practice	Desireable

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 all staff. 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 (where applicable)

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