

**Communications Co-ordinator Online Resources**

**Job Description**

**Job Purpose**

The Communications Co-ordinator Online Resources is a key role within the team – using innovative and creative methods to inform and engage the population of Southwark about the range of support available to them.

This role coordinates our online & digital platforms – including our wellbeing directory - which provides comprehensive information on services and activities available to individuals, families, carers and professionals in the borough of Southwark.

This role also plays a key role in ensuring our staff & volunteer are equipped and have the resources necessary to effectively explore options for support; with a particular focus on those groups which face the most stigma or are most underrepresented in the community.

#### Key Responsibilities

1. **Key working practices**

* To support individuals to find online resources to access support appropriate to their needs.
* To develop communication plans and lead on reaching out to the groups who face the most disadvantage and stigma in the borough.
* To increase the knowledge held within the team of resources and support available in the borough to maximise and diversify our signposting support.
* Contributing to the protection of individuals from the risk of abuse and self-harm
* Contributing to the ongoing development of the service

1. **Communication and relationships**

* To communicate effectively with individuals from a wide variety of backgrounds
* To provide lead on communication strategy for the Hub and use a variety of online and marketing materials to reach out to potential service users, carers & professionals.
* To have open, honest and transparent professional relationships with people who we work with
* To forge and maintain relationships with other agencies in the community,
* To share knowledge, skills and experience within the team while observing confidentiality

1. **Care & Support Needs and support planning**

* To build a knowledge base on the range of services relevant to Service Users, Carers and Professionals
* To source and maintain up to date information on support available for those with care and support needs in the borough.
* To provide 1:1 support where required to Service Users and professionals enabling them to access information

1. **Increasing social capital**

* To promote engagement within the community as a key factor in recovery and self-management.

1. **Promoting choice and control**

* To empower individuals to exercise choice and control, offering a person-centred service led by the wishes of the individuals you are working with

1. **Technology**

* To maintain and build upon good working knowledge of IT, and to incorporate opportunities to enhance or innovate the service through digital solutions.
* Develop and be an expert on creative methods of accessing information including maintaining web-based information, text services and social media.

1. **Capturing and sharing what we do**

* To record and report on activity and outcomes, sharing examples of good practice
* Produce regular information bulletins for service users and stakeholders
* To maintain up to date records and share these with individuals at any time

1. **Promoting user leadership and involvement**

* To promote and foster opportunities for the people the service supports to take the lead in the development of the service
* To support volunteers where necessary including peer supporters

1. **Service outcomes**

* To raise aspirations
* To increase community engagement
* To enable individuals to lead full and happy lives without relying on conventional mental health services
* For individuals to have access to a range of information to enable to make informed decisions
* For individuals to lead their own journey and have control over their lives  
    
  **Confidentiality**
* Information relating to service users must be treated in the strictest confidence and discussed only within the project with the appropriate members of staff or with named assessor/care co-ordinator.
* Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

This list is not exhaustive and amendments and additions may be required in line with future policy changes.

#### Equal Opportunities Statement

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.



**Person Specification - COMPETENCIES AND EXPERIENCE**

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|  | **Essential** | **Desirable** |
| **Mental Health** | Understanding of issues surrounding mental health and issues likely to affect those experiencing or recovering from periods of mental illness | Lived experience of mental health problems |
| **Task planning** | Proven skills in managing a busy workload  Experience of working autonomously  Able to plan ahead whilst also retaining capacity for flexible working |  |
| **Information and record keeping** | Able to efficiently maintain appropriate records including use of information technology  Willing and able to engage with databases and activity capture systems on a day to day basis | Experience of working with contact and outcome management databases |
| **Building and maintaining appropriate relationships** | Proven ability to build rapport with others and present a positive image of the service and oneself  Proven ability to build and maintain appropriate and person-centred relationships |  |
| **Communication** | Superb and adaptable communications skills  Able to source and maintain relevant information in a variety of formats.  Understand needs of Service Users and adapt resources to meet their needs | Experience of external-facing communications with other agencies  Experience of forging community relationships |
| **Equality and Diversity** | Experience of working with people from diverse backgrounds  Understanding of factors around equal opportunities, marginalisation and social exclusion including understanding of issues surrounding BME, LGBT and other minority groups |  |
| **Working practices** | Knowledge and experience of working with confidentiality  Experience of writing reports, compiling information and producing publicity materials  Proven track record of effective Team Working | Experience of person-centred or personalised support  Experience of working with individuals on a one to one basis |
| **User involvement and leadership** | Understanding of importance of user involvement and leadership | Experience of developing, supporting or fostering user leadership or involvement opportunities |
| **Technical Skills and Specialist Knowledge** | Excellent IT skills including experience of maintaining web-sites and social media presence.  Excellent telephone manner.  Advanced skills in word processing, email and internet.  Willing and able to introduce and learn new systems as needed including databases.  Good written English and ability to write and produce written documents to a high standard. | Experience of using contact management and activity capture systems. |