



Mind Quality Mark

Network Reviewer - Role description

Team	Network Development Team
Responsible to	Nominated Network Quality Lead
Hours	Approx. 30 hours per review with additional participation in ongoing support and development opportunities. An overnight stay may be necessary
Location	Home/office based with visit to local Mind required
Remuneration	£920 plus travel, accommodation and out of pocket expenses per review

Context

The Mind Quality Mark (MQM) is the quality framework for Mind. The overall aim of MQM is to support local Minds to be as sustainable, effective and influential as possible, providing a framework for self-improvement in the interests of the communities they serve.

MQM sets out the baseline of best practice and legal compliance in all areas of a local Mind's governance and activities. It details the hallmarks of a well-run, sustainable organisation that can make a real impact on the lives of people experiencing or at risk of experiencing mental health problems.

MQM is designed to be used as an organisational development framework. As well as ensuring that everything is up to date, MQM provides the impetus for continual improvement, growth and organisational ambition.

Reviews

All local Minds undergo a review against the MQM at least every 3 years. The review is based on a self-assessment and 58 supporting documents. An MQM review team is allocated to each review. The team undertakes a desktop review of the self-assessment and supporting documentation along with interviews with a range of people from the local Mind and a visit. The interviews are normally conducted by a blend of teleconferencing and face-to-face. The team write a report detailing the findings of the review, identifying which standards are met and where further work is needed. The report highlights areas of good practice and the review team also identifies any areas of excellence to nominate for a Mind Network Excellence Award.



MQM is made up of 20 standards. Each reviewer leads on 6 or 7 standards – 5 of these are pre-allocated with the remaining standards agreed by the team. During the review, each standard is scrutinised by the team using the evidence gathered during the review.

The review team

The MQM review team is made up of 3 members - two peer reviewers and a Mind member of staff. Each has a specific focus to their role;

- The **Network Reviewer** is a leader from within the Mind network – usually a CEO or senior manager or trustee. They focus on the standards relating to leadership, strategy, governance, Mind Federation and influence. The Network reviewer relates to the local Mind as a peer, bringing their experience and expertise as a senior leader to the role. Where the Lead Reviewer is employed by a local Mind, the reviewer fee is normally paid to that local Mind.
- The **Services Reviewer** has personal experience of using mental health services. They focus on the standards relating to service quality and effectiveness, service user experience and engagement, equality and diversity and tackling stigma and discrimination. Services reviewers use their lived experience to connect with those at a local Mind and assess if services are effective and inclusive.
- The **Mind staff reviewer** oversees and coordinates the review process, chairing the review team meetings and finalising the report. They liaise with the local Mind and manage the practicalities. They review the self-assessment and supporting evidence and undertake background checks. They act as a ‘sweeper’ ensuring that all areas of MQM are addressed during the review process.

Services Reviewer -Key responsibilities

1. Critically appraise the self-assessment and supporting evidence paying particular attention to the standards detailed in appendix 1 and those allocated at the review meeting. Assess whether each standard appears to be met and areas where further work is required.
2. Participate in the desktop review conference call.
3. Identify any further evidence required from the local Mind.
4. Attend and participate in the review visit. Meet with a range of staff and volunteers including service users and service delivery staff. Keep notes for reference.
5. Participate in the post visit review conference call to help assess each standard. Identify any improvement actions needed and contribute to developing the report and improvement action plan.
6. Review the final report.
7. Attend training courses run by Mind.
8. Engage with and utilise the support from Mind as necessary.
9. Attend debrief/support sessions for continued professional development.



10. Contribute to evaluating the MQM review process

Commitment

It is expected that each review will take between 3 and 5 days. As a guide, this is made up of approximate time scales as follows;

- Read and review the self-assessment and accompanying evidence - 5 hours
- Desk top review conference call- 2 hours
- Preparing for the review visit – 4 hours
- Review visit - 6 hours
- Travel; variable – average 5 hours
- Post visit review conference call and follow up – 3 hours
- Draft report content – 4 hours
- Check final report – 1 hour

Total 30 hours.

An overnight stay might also be required to attend the review visit. The work takes place over a 4 - 6 week period.

Services reviewer Personal Specification

Knowledge and commitment

- Understanding of the importance of quality standards and how they contribute to promoting a culture of improvement.
- Good knowledge of the following MQM standards; Effective Services, Equality and Diversity, Evaluation and Impact, Expert by Experience Influence and Promoting Positive Mental Health.
- Good knowledge of at least 2 other standards within MQM.
- A commitment to the importance of ensuring quality within the Mind network.

Experience

- Recent experience (within the last 3 years) of using mental health services – ideally that of a local Mind). [*Exceptions for existing MQM services reviewers apply*]

Ability

- To build and promote positive relationships.
- To read, assimilate and analyse detailed information.
- To assess evidence against the standards, leading on 10 standards.
- To see the bigger picture whilst focusing on the detail.
- To contribute to making a collective judgment on the performance of local Mind.
- To lead interviews with a range of stakeholders encouraging reflection and openness.
- To collaborate in the report writing process post review.



- To promote a culture of continual improvement and identify areas of innovation and excellence during the review process.
- Competence in using a range of IT systems including Zoom, email and Cloud based applications (e.g. Sharepoint).
- To share reflections on performance of local Mind and examples of good practice.
- To support the other members of the review team, during the review.

Practical requirements

- To be available for at least 3 reviews per year and be available to undertake the role within the required timescale.
- Travel which may include an overnight stay.
- Maintain confidentiality and a professional approach at all times.
- Securely dispose of all information pertaining to reviews.

Support from Mind

Each review team includes a member of Mind staff who coordinates and oversees the review process and supports the peer reviewers. Should the reviewers need additional support, for example before and after the review visit, this should be discussed with the Mind member of staff.

Reviewers will receive training for their role, which includes annual MQM update training, subject specific training, mandatory core training and additional training for continued professional development. Reviewers will have access to regular peer reviewer support sessions facilitated by Mind staff. A peer reviewer buddy system is also on offer. Alongside this, reviewers have access to the peer reviewer group on OpenHub, populated with resources and useful information relating to MQM and they also receive regular MQM newsletters. Peer reviewers will also have the opportunity to contribute to wider MQM developments.

Reviewers are encouraged to complete a Wellbeing Action Plan to help identify the impact the work might have on their mental health and wellbeing and what might be helpful support.



Appendix 1

Table detailing primary and support reviewers

Five standards are pre-allocated to the Services and Network reviewer. A further five to be determined by the review team on a case by case basis.

Themes		Standards	Services Reviewer	Network Reviewer
Leadership and governance	1	Leadership		X
	2	Strategy		X
	3	Mind Federation		X
	4	Board of trustees		X
	5	Legal compliance		
Finance and policies	6	Risk		
	7	Finance		
	8	Policies		
	9	Health and safety		
	10	Information governance		
Services and people	11	Effective services	X	
	12	Safeguarding		
	13	Human Resources (HR)		
	14	Volunteers		
	15	Equalities and diversity	X	
	16	Evaluation and impact	X	
Influence and engagement	17	Collaboration, profile and influence		X
	18	Experts by experience influence	X	
	19	Promoting positive mental health	X	
	20	Environment		

Document Review Date	Amends
May 2021	<ul style="list-style-type: none"> - Rebranding - Update to reflect MQM refresh