



# REMI Senior Engagement Officer (D)

## Job description

<b>Grade</b>	Grade D of Mind's Salary scales
<b>Type of contract</b>	Fixed Term Contract (2 years)
<b>Directorate</b>	Infrastructure
<b>Team</b>	Organisational Change
<b>Reports to</b>	Strategic Delivery Manager for Race Equity
<b>Responsible for</b>	No line management
<b>Location</b>	Flexible, on average 2 days per week in Stratford/Cardiff office
<b>Hours</b>	35hrs per week

### About the role

#### Purpose of the role

As REMI Senior Engagement Officer, you will support the Strategic Delivery Manager for Race Equity in inclusive and effective engagement with all key stakeholders affected by and involved in the delivery of the Race Equity in Mind Initiative (REMI). Through our REMI work, we are aiming to challenge our internal practices, focusing not just on the outcomes of our race equity work, but on ensuring that the way that we do things challenges 'business as usual', creating space for truly transformative practice. This means anyone in this post will have responsibility for honouring the pain and trauma that accompanies work related to racial justice, and will be committed to working with colleagues to create trust and safe spaces that enable deep listening and reflection.

You will plan and deliver an engagement approach which promotes a shared understanding of the initiative. implementing the various parts of the Race Equity in Mind Initiative (REMI). You will work in partnership with colleagues across communications, lived experience, inclusion and wellbeing teams so the organisations engagement approach is integrated and centres the lived experiences of racialised communities. Particularly important in this work is operating with an understanding that we are accountable to our stakeholders, and we take how we communicate with, listen to and involve is vital to maintaining the integrity of this work.



Mind is growing to meet the scale and complexity of mental health need in England and Wales. Our 2021 Strategy made a significant commitment to changing the way we work so that we can increase our sustainability, impact and continue to move closer to achieving our mission. With Race Equity in Mind as a high priority change initiative, we want to be bolder, braver, more agile and responsive, evolving as an organisation to reach those who need us most. We know that in order to do this, we must change many things about the way that we work, and our REMI team will be a key driver for change within the organisation. Supporting the implementation of REMI across Mind is essential in translating these ambitions into tangible change, both across Mind, and ultimately in how people from racialised groups access and experience mental health support.

### About the team

This role will form part of an expanding equity expert team that supports the development and delivery of Mind's strategic ambitions to address inequity within mental health, with a particular (though not exclusive) focus on race and poverty. This team is situated within Mind's Organisational Change team, which is accountable for mobilising change across our work in order to achieve our strategic ambitions.

## Key Responsibilities

1. Support the Strategic Delivery Manager for Race Equity in engaging with key stakeholders in the development and delivery of REMI change initiatives
2. Build deep trust with people with lived experience of racialisation, both internally and externally in order that they feel a sense of belonging over the work. Work alongside allies to ensure that lived experience is the driver of this work.
3. Develop a communications plan which delivers regular updates that are designed with key audiences in mind, ensuring that all communications are sensitive, trauma-informed and authentically written
4. Liaise with Internal and External Communications teams to ensure a coherent approach to stakeholder engagement and communications which is authentic both within Mind, and across the communities we work within and alongside
5. Ensure that Mind's communications approach is healing and centres the lived experiences of racialised communities
6. Work in partnership with the Equity Innovation Officer and Change Management Officer to ensure Mind's engagement and communications activities are integrated across wellbeing, inclusion and race equity
7. Input into regular performance reports for senior management
8. Provide expert Race Equity advice and guidance, contributing the general upskilling of Mind staff



9. Be an agent for change within Mind, driving forward continuous improvement and working closely with the wider Organisational Change team to mobilise and embed functional and cultural change

## Expectations

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- To keep up-to-date with internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.



- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

## Person specification

### Essential criteria

1. Substantial understanding of the significance of racialized inequality within predominantly white-led organisations such as Mind.
2. A deep understanding the impact of racial justice work on staff, and experience of, and insight into trauma-informed engagement and communication practices.
3. Experience of contributing to racial justice work/social change within an organisation, accompanied by an understanding of how to navigate the difficulties related to this work
4. Experience of having engaged in your own healing in relation to racial trauma
5. An understanding of how strong communications and engagement work can transform the experience of people involved in racial justice work.
6. Ability to engage and coordinate a diversity of people towards achieving shared outcomes
7. Experience of successfully engaging stakeholders up to and including project managers
8. Excellent task management skills with demonstrable experience of deploying such skills within complex, cross-organisational projects
9. Excellent communication (written and verbal) and interpersonal skills
10. Excellent planning and organisation skills to be able to prioritise work within a large programme of activities with shifting priorities, and to manage multiple deadlines.



11. Excellent self-management skills to work independently, using own initiative and being flexible and adaptable
12. Understanding of monitoring and reporting on impact of organisational development/change programmes
13. Good problem solving and risk management skills

### **Desirable criteria**

1. Actively working in roles focused on dismantling racial privilege entrenched within organisations' systems and norms
2. Knowledge and understanding of equity and inclusion and what this means in relation to this post and the ability to incorporate this into all aspects of work
3. Understanding of project management methodologies such as agile project management and scrum approaches.