



Communities Manager

Job description

Grade	E
Type of contract	Permanent
Directorate	Networks & Communities
Team	Lived Experience Unit, Communities Team
Reports to	Head of Lived Experience
Location	Flexible - Homebased, Cardiff or London with occasional travel
Hours	35hrs p/w

About the role

The Networks and Communities (N&C) Department at Mind has a crucial role in enabling Mind to reach more people, increase our influence and affect long-lasting change in all communities across England and Wales. We support people with mental health problems to get support, respect, and to lead change in mental health services where they live. We work in partnership with local Minds, community groups, and people in communities to build capacity for social action, active citizenship and lived experience leadership that can improve mental health outcomes for people with mental health problems.

The Lived Experience Unit was established in 2021. We ensure Mind's work is routinely influenced by the participation of communities and individuals with lived experience of mental health issues. The unit consists of four teams; Lived Experience Leadership, Communities, Equalities, and the Youth Voice Network. These teams work closely together, to ensure that all communities feel welcomed, supported, and can contribute to and benefit from Mind's work. An important part of the unit's work is to reach out beyond the Mind network to engage with communities who have not historically seen Mind's work as relevant to them. Working with these communities the unit co-creates activities and programmes to make Mind's work more attuned to all needs.

Mind aims to ensure that the needs and interests of mental health service users, women, black and minority ethnic communities, disabled people, lesbians, gay men, bisexuals, transgender and people of all ages are reflected in all its activities. All staff are expected to contribute to this aim.

The post holder will:

- Identify the networks, organisations, and people with whom we need to work and co-produce approaches that lead to better mental health outcomes for all.



- Provide leadership to the Communities team to actively build relationships and partnership approaches across community networks, and support Mind to work more effectively in and with communities and people with lived experience, helping build capacity for them to lead change.
- Lead the development of the unit's role in helping to build the leadership of people and communities, including supporting an approach to transitioning lived experience led and community based anti-discrimination work. The work has a particular focus on priority groups as defined in Mind's strategy: people experiencing poverty, young people and racialised communities.
- Work closely with colleagues in Mind Cymru, in Wales, on relevant strategic work and programmes (eg. Side by Side Cymru and Time to Change Wales), as well as the Mind Digital Communities team, supporting developments of Side by Side online.
- Build on Mind's work developing and supporting the peer support movement and people led projects that challenge discrimination.

Key Responsibilities

1. Alongside the Head of Lived Experience, deliver against our strategy, with a focus on participation, community leadership, developing peer support and people led anti stigma work at Mind.
2. Lead the Communities team to ensure the views of people with experience of mental health problems, from a wide range of communities, are central to decision-making at each stage of the work.
3. Informed by the Lived Experience Unit Strategy and yearly plan, work closely with Mind Fundraising and Business Development colleagues to fundraise for projects, initiatives, and programmes.
4. Lead the team to deliver and manage projects that work closely with a range of individuals, groups, and organisations to design and deliver several celebration, learning and networking events. This includes PeerFest, the annual Marsh Awards, other emerging communities of practice and networks.
5. Oversee the delivery of major programmes and projects across England and Wales regarding community leadership and peer support. This includes formal partnerships with local Minds and other organisations (such as anti stigma hubs).
6. Oversee the teams work in sharing learning and good practice in approaches to anti stigma, linking with partners in England, Wales, Northern Ireland and Scotland.
7. Develop the teams offer to local Minds, to support them to further develop their community led initiatives, peer support and people led initiatives that challenge discrimination.



8. Oversee the programme management of the community-led programmes, across England and Wales. This will involve oversight of programme set up and delivery, effective budget management, contract management with partners, establishing monitoring systems for partners, regularly reporting to funders against targets and contracting evaluation partners.
9. Work with partner organisations and other Mind teams, to lead influencing work, ensuring peer led peer support is at the heart of community-based delivery relating to the health and social care strategies across England and Wales. Further, lead the team to influence NHS England and other bodies, involved in establishing peer support frameworks for the NHS.
10. Develop the team's offer both to local Minds and independent community organisations, to support them to further develop their community work and form networks (including anti stigma hubs / lived experience leadership hubs).

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. 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 ensure our work reaches people from a wide range of backgrounds, including people from marginalised communities
- To ensure that people with experience of mental health problems, including those from marginalised communities, inform the design, take part in the delivery and review the work of the team as fully as possible.
- To attend and contribute to meetings, identify opportunities for strategic partnerships, attend training and other events as required.
- To attend and contribute to the supervision and appraisal process.

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 others' 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 experience of leading large-scale community-led programmes of activity that empower local people and achieve social change. Expertise in community facilitation and co-production approaches that enable local people and communities to lead and contribute fully to programmes of work.
2. Substantial experience in ensuring that people from a wide range of marginalised communities participate fully in co-production processes.
3. Proven track record of team leadership and development, line management, and performance and conduct management when appropriate.



4. Substantial experience of large programme management of programmes, including fundraising, planning, contracting, establishing monitoring systems, reporting to funders, budget management and contracting evaluation partners.
5. Expert knowledge and understanding of the voluntary and community sector. Including the current challenges and opportunities facing local organisations providing services and support. Thorough understanding of the role of peer support, lived experience leadership, co-production and equality improvement in the health and social care system, and the inherent challenges.
6. Strong understanding of the overall health and social care structures in England and Wales, and knowledge of the mental health policy and service delivery landscape.
7. Strong understanding of the politics of the user, survivor, and peer support movements
8. Demonstrable ability to be highly collaborative in style and approach, and to work creatively and flexibly with a wide range of partners including funders, NHS national commissioners, service providers and people with experience of mental health problems.
9. Excellent oral and written communication skills and track record of effective group facilitation and ability to engage internal and external audiences.
10. Willingness and ability to travel and have occasional overnight stays in England and Wales.

Desirable criteria

1. A track record in two nation working
2. Personal experience of mental health problems
3. Experience of giving and receiving peer support