



Network Relations Lead

Job description

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| Grade | D |
| Type of contract | 18 month Fixed term contract |
| Directorate | Networks and Communities |
| Team | Network Support |
| Reports to | Network relations Manager |
| Location | Flexible: England and Wales |
| Hours | 35hrs p/w |

About the role

We're Mind, the mental health charity. We won't give up until everyone experiencing a mental health problem gets support and respect. We provide advice and support to empower anybody experiencing a mental health problem and we campaign to improve services, raise awareness, and promote understanding.

The Networks and Communities Department (N&C), has a crucially important role in enabling Mind to reach more people, increase our influence and effect long lasting change in all communities across England and Wales. Our primary vehicle for achieving this goal is through supporting and strengthening the federated network of local Mind organisations.

The Network's unit are responsible for harnessing the power of our federated model. Ensuring our local partnerships are strong, that local minds are delivering effective services and are resourced to do so. Network also provide an operational hub for the federation and N&C, making sure our internal communications are aligned, we use data smartly and that run engaging events and development programmes for staff and local Mind Trustees.

The Network Relations Lead will support the wellbeing and development of the Network. Ensuring that local Minds are able to fully participate and prosper as part of the Mind Federation, be resilient and embrace collaboration, growth and development.

Key Responsibilities

1. Coordinate Minds relationship management with local Minds. Providing strategic, regional and thematic support to leaders and trustees across the local Mind network. Internally to Mind holding the central perspective on risk and



relationships across the Mind network. Federation.

2. Support the ongoing development and implementation of and compliance with Mind's Federation Agreement (MFA) including through:
 - a) Delivering the processes of affiliation and disaffiliation including induction support for senior leaders including trustees
 - b) supporting local Minds at risk of non-compliance with the MFA through consultancy style bespoke support and where necessary Case Management
 - c) The development, implementation and maintenance of protocols, processes and guidance associated with the MFA
 - d) Support colleagues across Mind to work with local Minds consistently, strategically, collaboratively and in line with the MFA and to do this by identifying and brokering expert support and resources from within Mind for the Federation
 - e) an effective engagement strategy to ensure local Minds are able to actively participate in the federation
 - f) risk evaluation of activity in terms of relationships within the Federation
3. Support individual Local Minds with the right support at the right time from Mind, including:
 - a) the delivery of bespoke support through management of a caseload particularly where risk might otherwise be unmitigated, or sustainability is threatened
 - b) development support for those local Minds experiencing significant change, organisational challenges or growth
 - c) support for strategic regional collaborations, mergers and growth opportunities
4. To lead complaints investigations regarding Local Minds
5. Contribute to team project planning & management within and across the unit including working to support and develop key systems such as CRM, OH, Power Bi, events and forums.

Expectations

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



- Ensure our work reaches people from a wide range of backgrounds, including people from marginalised communities
- Ensure that people with experience of mental health problems inform the design, take part in the delivery, and review the work of the team as fully as possible
- Work collaboratively with others in the Unit, Department, and organisation, where relevant, and to meet regularly to develop joint solutions and actions. In particular to work closely with Mind Cymru, Compliance and the Quality team to ensure activity is proportionally delivered across both England and Wales and in tandem with risk management processes across the organisation.
- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- 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.
- To attend and contribute to meetings, training and other events as required.
- To attend and contribute to the supervision and appraisal process.
- To ensure that all responsibilities and activities within this post are in accordance with the terms and spirit of Mind's policies
- To occasionally travel to meetings in England and Wales, which may require the need to work unsociable hours e.g. attending evening or weekend meetings or for overnight stay.
- To use Mind's resources responsibly
- Maintain an appropriate level of confidentiality at all times.
- To contribute to making Mind a greener workplace
- The nature of the post will require flexibility in undertaking the role

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.

Person specification

Essential criteria

1. In-depth understanding and experience of working in the third sector, preferably within a membership or federated network.
2. Excellent understanding of and strong experience in supporting VCS organisations around risk, governance, charitable and organisational excellence and development in



health and social care.

3. Excellent relationship building and management skills, with the confidence and credibility to engage at a senior level and to develop and maintain strong, strategic and working relationships with a wide range of groups and individuals.
4. Good understanding of best practice and innovation in service delivery in health and social care.
5. Strong skills in creative, proactive problem solving. Ability to identify current and potential future challenges and develop a range of solutions, while influencing others to engage.
6. Strong project management skills, with a track record of delivering excellent performance against agreed objectives, targets and budgets and meeting deadlines with limited supervision.
7. Ability to work collaboratively as part of a diverse and dispersed team, and to work effectively across traditional management structures and boundaries.
8. Strong oral and written communication skills with internal and external audiences including formal and informal reports and presentations.
9. Extensive experience of leading and managing conflict resolution in a partner, customer or client facing role
10. A commitment to Mind's aims and values, including how these could and should be reflected locally.
11. Capacity and commitment to work flexibly with occasional overnight stays and frequent travel in England and Wales.

Desirable criteria

12. Experience of working in the provision or development of mental health services
13. Direct or indirect experience of mental health problems
14. Experience of having worked with people from a range of marginalised communities to effectively influence your work
15. Experience of offering mediation and/or coaching in a formal or informal setting.