

INFORMATION OFFICER C GRADE JD AND PS



Job Description

Job title	Information Officer
Reporting to (post)	Information Content Manager
Responsible for line managing (posts)	No line management
Grade	Grade C of Mind's salary scales
Overall size of team	11
Department/section	External relations / Information team
Hours of work	Full time (35 hours per week)
Budgetary responsibility and accountability	Not accountable/responsible for overall but working to manager's direction
Post covers	England and Wales
Located at	normally London based, although the team are mainly working from home until at least March.
Type of contract	Permanent

Purpose of job

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.

Mind employs over 200 staff and we have a team of volunteers. Most staff are based in Stratford, London, there is an office in Cardiff and Manchester and there are a number of dispersed staff working across England and Wales.

Scope of the job

As Information Officer, you will be responsible for creating mental health content for our website and print booklets, ensuring a high quality of information and support to colleagues across Mind and making sure our information is correct and up-to-date.

You will write information resources for people experiencing mental health problems, making sure they are accurate, accessible and meet Mind's guidelines.

You will support other teams within Mind, to ensure they have access to reliable information.

INFORMATION OFFICER C GRADE JD AND PS

You will work closely with Mind's Infoline and online peer support community, offering information support and occasional training.

You will be part of Mind's External Relations department and responsible to the Information Content Manager. You will be expected to work closely with and in conjunction with other team members.

The Information Team provides an information resource to Mind's networks, local Minds, Mind staff, Mind's Infoline and to the general public.

The Information Team consists of a head of information (content), an information content manager, an editorial manager, two senior editorial officers, one senior information officer (discrete audiences), three information officers (adult), one information officer (children & young people), and one editorial officer

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

Key responsibilities

1. To research, write and create mental health information, and to update existing resources
2. To work closely with Mind's editorial team
3. To make sure that our information reflects people's real life experiences of mental health problems and treatments, and to include their voices in our content
4. To support multimedia projects in the information team, including the making of videos and podcasts.
5. To follow good practice in information production, specifically adhering to criteria for compliance with the PIF Tick accreditation requirements '.
6. To help to plan and develop Mind's information offer, carrying out research and making recommendations on planned publications
7. To keep an up-to-date knowledge about mental health, including clinical research, academic studies, media coverage, statistics, and the lived experiences of people with mental health problems and users of mental health services.
8. To attend external training and conferences on mental health topics occasionally.

Training and supporting other teams within Mind

INFORMATION OFFICER C GRADE JD AND PS

1. To respond to enquiries from Mind staff and networks in an efficient and professional manner, and to log and make available responses as appropriate.
2. To assist with the development and delivery of induction training on the Information Team's services including key aspects of mental health for Mind staff and Infoline advisers.
3. To work with the Information Manager to design and implement the Information Team's overall training strategy.
4. To deliver training to Infoline advisers and other teams within Mind on specific mental health topics, in line with the Information Team's overall training strategy.
5. To provide excellent customer services internally and externally including dealing tactfully and sensitively with people, particularly those experiencing mental distress.
6. To maintain and develop the information sections of Mind's intranet.
7. To catalogue and store web, print and multimedia resources using Mind's library systems.

Supporting quality monitoring and moderation on Mind's public facing services

1. To support the moderation of Mind's online peer support community.
2. To assist with quality monitoring of contacts to Mind's Infoline, and to give appropriate feedback and coaching to advisers.
3. To escalate posts or calls to the designated person, where appropriate, in line with Mind's safeguarding procedures.

INFORMATION OFFICER C GRADE JD AND PS

EXPECTATIONS

1. To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
2. To adhere to relevant legal and statutory requirements including the General Data Protection Regulation (GDPR) (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.
3. To travel to meetings in England and Wales, which may occasionally require the need to work unsociable hours e.g. attending evening or weekend meetings or for overnight stay.
4. To ensure that all responsibilities and activities within this post are in accordance with the terms and spirit of Mind's mission, vision, values, objectives, policies, procedures and practices.
5. To undertake other duties that may be necessary in compatible with the nature of this post and this will flexibility in undertaking the role.

INFORMATION OFFICER C GRADE JD AND PS

Mind (National Association for Mental Health)

Person specification: Information Officer

Essential criteria

- Understanding of and commitment to Mind's aims and values

Experience of:

- Writing public facing health information in a clear and accessible way
- Working in partnership with or empowering people facing exclusion or barriers
- Working collaboratively with colleagues to produce work
- Developing and delivering training

Knowledge of:

- Mental health problems, including an understanding of different models of mental health, diagnoses, treatments and support options
- Demonstrable knowledge of one or more of the following areas:
 - The health and social care system
 - Talking therapies
 - Psychiatric medication
 - Psychology or psychiatry
 - The mental health treatment survivor movement

Skills:

- Excellent written communication skills
- Excellent verbal communication skills, with the ability to explain complex issues to people with varying levels of knowledge
- Demonstrable research skills, with an ability to use a wide range of resources
- Ability to balance workload, work autonomously and meet deadlines
- Ability to work directly with people with experience of mental health problems in a respectful and sensitive way

Desirable criteria

1. Experience of authoring and publishing on mental health or related topics
2. Direct or indirect experience of mental health problems
3. Demonstrable knowledge of equality and diversity issues related to mental health
4. an understanding of and enthusiasm for content design methodology