



# Network Relations Lead (Secondment cover)

## Job Description

<b>Job title</b>	Network Relations Lead (secondment cover)
<b>Grade</b>	D
<b>Type of contract</b>	Secondment until March 2022
<b>Directorate</b>	Network and Communities
<b>Team</b>	Network Support
<b>Reports to</b>	Network Relations Manager
<b>Responsible for</b>	N/A
<b>Location</b>	Flexible with regular travel across England and Wales.
<b>Hours</b>	35hrs p/w

## Purpose and Scope

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. Support individual Local Minds with the right support at the right time from Mind, including :
  - the delivery of bespoke support through case management particularly where risk might otherwise be unmitigated or sustainability is threatened
  - development support for those local Minds experiencing significant change or growth
  - support for strategic regional collaborations, mergers and growth opportunities
2. Support the development, implementation and compliance of Mind's Federation Agreement including through:
  - Delivering the processes of affiliation and disaffiliation including induction support for senior leaders including trustees
  - Supporting local Minds at risk of non-compliance with the Mind Federation Agreement
  - The creation, implementation and maintenance of protocols associated with the Mind Federation Agreement
3. Coordinate Minds relationship management for local Minds across staff and trustees in local Minds, provide strategic regional and national leadership work.
4. Support colleagues across Mind to consistently & effectively work alongside Local Minds through an internal business partner model to include identifying and brokering expert support and resources from within Mind for the Federation and an effective engagement strategy to ensure local Minds are able to actively participate in the federation
5. To lead complaints investigations regarding Local Minds

6. Contribute to team project planning & management within and across the unit including events and forums.
7. Support and develop the implementation of key systems such as CRM, OpenHub and Power Bi,

## **Person Specification**

### **Essential Criteria**

1. In-depth understanding and experience of working in the third sector, preferably within a membership or federated network.
2. Good understanding of best practice and innovation in service delivery and organisational excellence in health and social care.
3. Strong project management skills, with a track record of delivering excellent performance against agreed objectives, targets and budgets and meeting deadlines with limited supervision.
4. Ability to work collaboratively as part of a diverse and dispersed team, and to work effectively across traditional management structures and boundaries.
5. Excellent relationship management skills, with the confidence and credibility to engage at a senior level and to develop and maintain working relationships with a wide range of groups and individuals.
6. Strong oral and written communication skills with internal and external audiences including formal and informal reports and presentations.
7. Extensive experience of conflict resolution in a partner, customer or client facing role
8. A commitment to Mind's aims and values, including how these could and should be reflected locally.
9. Capacity and commitment to work flexibly with occasional overnight stays and frequent travel in England and Wales.

## **Desirable criteria**

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

## **Expectations**

1. To ensure our work reaches people from a wide range of backgrounds, including people from marginalised communities
2. To 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
3. To work collaboratively with others in the Unit, Department and organisation, where relevant, and to meet regularly to develop joint solutions and actions. This includes working with colleagues in Mind Cymru to make sure activity is proportionally delivered across both England and Wales
4. To attend and contribute to meetings, training and other events as required.
5. To attend and contribute to the supervision and appraisal process.
6. To ensure that all responsibilities and activities within this post are in accordance with the terms and spirit of Mind's policies
7. 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.
8. To use Mind's resources responsibly
9. To contribute to making Mind a Greener workplace
10. The nature of the post will require flexibility in undertaking the role