

SAMH Role Profile

Job Title:	Project Officer (Lived Experience Participation)
Job Family:	National Programmes
Department/Service/Area:	See Me
Reports to:	Communication and Public Affairs Manager
Direct Reports:	None

Role Summary

See Me is Scotland's programme to tackle mental health stigma and discrimination. The programme aims to challenge stigma and discrimination at its roots - wherever people experience it. The Project Officer (Lived Experience Participation) will contribute significantly to See Me's commitment to ensure that people with lived experience of mental health problems are central to our programme's work and part of our movement for change to end mental health stigma and discrimination.

The post holder will be responsible for co-ordination of volunteer involvement across the See Me programme, in line with our new volunteer strategy and will support identified partners, working in settings or with priority groups, to embed lived experience participation as a core aspect of their approach to addressing stigma.

Essential Duties and Responsibilities

1. Coordinate the recruitment, induction, management and safe engagement of See Me volunteers to ensure that people with lived experience of mental health problems are active in the See Me programme.
2. Lead on the induction of volunteers into the organisation ensuring they feel supported, are equipped with the appropriate materials, have an understanding of the key policies, procedures, and are made aware of the roles and opportunities open to them.
3. Coordinate a cross programme approach to ensure effective engagement, support and supervision for See Me volunteers.
4. Working with volunteers and See Me staff, create and coordinate an annual development programme to ensure See Me volunteers, and other people with lived experience who are engaged in our partnership work, feel confident and skilled to address stigma.
5. In collaboration with See Me colleagues, develop and refine processes, materials and tools to empower volunteers and people with lived experience involved in our partnerships to take action.
6. Lead on organising events to celebrate, recognise and learn from the efforts of volunteers and people with lived experience engaged in our partnership work.
7. With the support of the communications team, ensure effective communication for the volunteer programme, including sharing news, progress and available opportunities.
8. Work with the Community and Priority Groups and Settings teams to support effective lived experience involvement in key partnership projects, based on emerging best practice.
9. Collect and manage data in relation to volunteers and volunteer activity across the programme.

10. Support See Me Team colleagues to capture and share learning on the process and impact of lived experience contribution within identified partnership approaches to ending stigma.
11. Carry out any other duties as may be determined from time to time by the Programme Manager which may be reasonably required of the post holder.

Key Working Relationships & Contacts

The post holder will:

- Maintain excellent working relationships across the programme and particularly within their team.
- Model behaviours based on organisational values; working flexibly and collaboratively across the team to make a noticeable and positive contribution to the working environment and team culture.
- Maintain good working relationships with key external partners and people with lived experience of mental health problems who engage with the programme.

Working Environment/ Special Circumstances

- Travel as required

Experience & Qualifications

Experience

- Volunteer or client management, community development, or other similar experience. (essential)
- Experience in delivering training and facilitation. (essential)
- Experience of developing and sustaining excellent working relationships with volunteers, community members and colleagues from other organisations. (essential)
- Experience of collecting and managing data. (essential)
- Experience of writing materials and delivering activity to support volunteer engagement and action. (essential)
- Experience of completing risks assessments to ensure safety and wellbeing of community members. (essential)
- Experience of operating digital platforms / social media spaces and supporting others to safely use them. (desired)
- Experience of influencing and taking forward partnership approaches. (desired)

Qualifications

- Relevant experience in the sector, or a relevant degree, post graduate diploma or professional qualification.

Knowledge & Skills

Knowledge

- Understanding of tools and support techniques for working with vulnerable adults and young people. - (essential)
- Knowledge of mental health stigma and discrimination. (desired)
- Knowledge of CRM databases (desired)
- Knowledge of GDPR, data protection legislation and good practice (desired)

Skills

- Excellent volunteer management skills

- Excellent time management, organisation and administration skills
- Excellent written and verbal communication
- Strong facilitation skills
- Ability to work autonomously, manage a diverse workload and prioritise to fulfil team plan
- Ability to engage, motivate and support empowerment of people with lived experience
- Ability to balance empathy with professionalism in supporting people with lived experience
- Skilled in use of Microsoft Office including MS Word, Excel and Outlook
- Ability to tailor training and induction materials to suits the needs of different groups
- Ability to gather insight from a range of sources to identify problems, draw logical conclusions and make effective decisions
- Ability to initiate new ideas when required
- Ability to be reliable, resilient and adaptable especially in difficult circumstances and can recognise the need for change and be able to effectively manage it

Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from all staff. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Core Competencies, Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds.

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement (where applicable)

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach