**Hear Us**

**QUALITY MANUAL**

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Section D People Management

D.3.1 Job Description: Campaigns Coordinator

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| Agreed Date: | 30/09/2022 |
| Last Date of Review: | 16/06/2023 |
| Next Review Date: | 01/07/2023 |
| Version #: | V4 |
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**Return of Applications: Monday 22nd January 2024**

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| SECTION D.3.1 JD Campaigns Coordinator | |
| Post: | Campaigns Coordinator |
| Responsible to: | Hear Us Chief Executive Officer & Trustee Group |
| Managed by: | Deputy CEO |
| Hours: | 20 hours per week |
| Payment: | £19,323 Per Annum (full-time equivalent £29,790.00) |
| Length of Contract: | The post is offered on a fixed three-year contract with the possibility of extension, subject to funding. |
| Based at: | Based mainly at Orchard House, 15A Purley Road, South Croydon, CR2 6EZ, although required to work at other sites within Croydon as requested by the Manager. |
| Flexible Working | The post-holder can apply for flexible working if they have worked continuously for Hear Us for the least 26 weeks. |
| Working off-site: | Working across Croydon and surrounding boroughs. The work may include hostel or hospital visits. |

Purpose:

To develop, lead and execute the strategic direction of Hear Us’s Campaigns, Securing Positive Outcomes for people with Mental Illness across Croydon. Working with the CEO, Deputy CEO and the board of Trustees, in line with stated organisation aims and objectives, and overall, to become a more effective campaigning organisation.

More specifically, to:

1. Build Hear Us capacity to transform our campaigning capacity to achieve strategic, systemic change in services
2. Co-produce campaigning activity with people with lived experience
3. Improve the diversity of staff, volunteers and members
4. Work in partnership with statutory and voluntary services
5. Use monitoring and evaluation to learn and improve

Key responsibilities:

Ensure service users’ voices, needs, and interests are at the heart of the planning, delivery and monitoring of mental health services in Croydon and helping to improve the quality of the mental health services commissioned and delivered in Croydon.

Develop a programme of changes required services used by Hear Us members and service users through

* 1. Asking service users what they want to change and how they think services need to change and why
  2. In conjunction with the Hear Us service user campaign forum and Hear Us Senior Management Team (SMT), identify and prioritise areas of concern
  3. Develop a change programme and communications plan to deliver changes identified in a) and b)
  4. Feed into national, regional and local campaigns to ensure lobbying for change in law, regulations and policy at all levels required, including strategic and operational delivery of services
  5. Develop relationships with national, regional and local campaigns to undertake joint campaigning initiatives where that is appropriate

In collaboration with the Hear Us SMT, Linkwork Manager and Welfare Surgeries Project Manager, for the development and implementation of Hear Us strategy campaign plan (taking into account the changing needs of mental health service users in the area), legislative and economic drivers.

To have overall responsibility for the successful delivery of any agreed organisational lobbying and campaigning objectives and targets.

Meet with senior Managers and Directors within The South West London Integrated Care Board (SWL ICB) & Council, The South London and Maudsley NHS Trust (SLaM), Local Politicians and Advisors and other Voluntary Sector Groups and to influence local and national policies that impact upon our mental health community.

Involve and engage service users throughout the change programme to ensure that any changes proposed will satisfy their needs and will work in practice.

Lobby Campaign Manager Operational Responsibilities:

1. To work alongside Hear Us CEO, Deputy CEO and Project Managers to develop Lobbying and Campaign Strategies based on outcomes from our Linkworking and Welfare Benefit work
2. To develop with mental health service users in Croydon to discuss, lobby and campaign on mental health issues locally.
3. To outreach to user groups and individual users and to encourage and support participation in Hear Us lobbying & campaigns.
4. Develop and support different techniques such as our open forum and invite guest speakers to attract service users to Hear Us to build a strong and diverse membership.
5. To actively, with project managers, secure the necessary funding the organisation requires, in line with the agreed funding strategy.
6. Enable the Board, and sub-groups, to make properly informed decisions by ensuring that trustees are provided with appropriate, timely and necessary information about our lobbying and campaigns.
7. To actively oppose discrimination against people who experience mental distress in Croydon
8. Attend meetings and report on the project’s progress with the funder and SWL ICB.
9. To attend supervision and identify your own training and support needs with your supervisor.
10. To ensure applications are completed to meet all requirements for registration/recognition with external bodies.
11. To develop and maintain a healthy working practice for yourself, your staff and volunteers by having clear personal and professional boundaries.
12. Work with the SMT o develop systems of monitoring Hear Us and evaluating its effectiveness through keeping statistics on equal opportunities, involving the membership, surveys and adopting a user focussed monitoring tools.
13. You will work alongside the CEO to develop and deliver strategic plans and digital communications for our campaigns and social media channels to encourage mass audiences to participate in online or offline activism to help with Hear Us campaigns. These strategies seek to deepen our relationship with existing supporters, as well as recruit new supporters.
14. To work with Hear Us members to develop and produce material for our website [www.hear-us.org](http://www.hear-us.org) and social media.
15. To develop and maintain a healthy working practice for yourself, your and volunteers by having clear personal and professional boundaries.

The Hear Us Trustees may review this job description in consultation with the CEO and Deputy CEO. The job description is not an exhaustive document and may be subject to change or revision in the future. This will be done in consultation with the post-holder.

Person Specification

Outlined below are the skills, knowledge and experience required to carry out the duties on the job description. Applicants must be able to meet all the essential criteria. Meeting the desirable criteria will be a further asset. Please bear all the criteria in mind when completing your application form and make sure that you give examples and demonstrate that you meet the criteria.

Hear Us is an inclusive and diversity-friendly employer. We value difference, promote equality and challenge discrimination, enhancing our organisational capability. We welcome and encourage applications from people of all backgrounds and do not discriminate based on disability, ethnicity, gender, religion, sexual orientation, age or any other category protected by law.

Essential Criteria:

Candidates must be able to demonstrate that they have:

1. Highly organised with experience of delivering successful projects, programmes or campaigns on time and on budget.
2. Excellent networking skills and experience as well as a proven track record of stakeholder relationship management.
3. A demonstrable knowledge and understanding of mental health issues, current affairs and policy-making mechanisms and the ability to apply this knowledge in a devolved context.
4. The ability to gather evidence, present complex issues simply, and utilise research findings in our service user project and communications work.
5. Strong interpersonal skills, able to communicate effectively and appropriately with a wide range of audiences and demonstrable experience of organising events, conferences and public speaking.
6. Commitment to the empowerment of any service user client group and to user-run services
7. Excellent written and verbal communication skills and experience of using them in a variety of contexts.
8. Able to react to change and work under pressure, sometimes at unsocial hours weekends and evenings.
9. Ability to work to your own initiative and to contribute to team working
10. Competent IT skills and a commitment to advanced training including Microsoft Office Suite, Outlook, Explorer, MS Word, Access, Excel, and Publisher.
11. Knowledge of Mental Health issues in Croydon and wider equality issues, and commitment to the aims and objectives of Hear Us.
12. Experience of promoting equal opportunities of all people who experience discrimination and its affects.

Desirable Criteria:

1. Personal experience of mental distress and/or personal experience of using the mental health system as a service user.
2. Experience of working in a Service User organisation.
3. Knowledge of the mental health service user/survivor movement and its impact on mental health in the UK.
4. Knowledge and experience of working in the voluntary/community sector and the relevant charity and company law.

APPLICATION FORM: PRIVATE AND CONFIDENTIAL

Please complete and return this form to our CEO Tim Oldham via email [tim@hear-us.org](mailto:tim@hear-us.org) or Post to Hear Us, Orchard House, 15a Purley Road, South Croydon, CR2 6EZ

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| Position Applied for: | **Campaigns Coordinator** |
| Reference Number: | HU-CC |

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| Personal Details | | |
| **Name** | Title: |  |
| Forename(s): |  |
| Surname: |  |
| **Contact Information** | Address: |  |
| Post Code: |  |
| Email: |  |
| Tel No. (Home): |  |
| Tel No. (Mobile) |  |
| N.I Number: |  |

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| Are there any restrictions on you taking up Employment in the UK? | | | | |
| **Yes:** | **❑** | **No:** | **❑** |  |
| **If Yes, Please Provide Details:** | | | | |

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| Education & any relevant qualifications and courses  (please complete in full and use a separate sheet if necessary) | | |
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| Dates | Schools/College/University | Qualifications Gained |
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| Current or Last Employment #1  (please complete in full and use a separate sheet if necessary) | | |
| Last/Current Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |
| Notice Period: |  |

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| **Previous Employment #2**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |
| **Previous Employment #3**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |

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| **Previous Employment #4**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |

**Please feel free to elaborate on this in your personal statement.**

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| **Current Membership of Professional bodies (i.e. CIPD)** |
| Please note any professional bodies you are a member or registered with: |
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| **Other Employment** |
| Please note any other employment that you would continue with if you were to be successful in obtaining the position: |
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| **Leisure** |
| Please note here your leisure interests, sports and hobbies, other pastimes, etc.: |
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| References 1  (please note here two persons from whom we may obtain both character and work references) | | | | | |
| Title: |  | | | | |
| Forename(s): |  | | | | |
| Surname: |  | | | | |
| Address: |  | | | | |
| Post Code: |  | | | | |
| Contact No. |  | | | | |
| Position Held |  | | | | |
| May we approach the above before the interview? | | Yes | **❑** | No | **❑** |

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| --- | --- | --- | --- | --- | --- |
| References 2  (please note here two persons from whom we may obtain both character and work references) | | | | | |
| Title: |  | | | | |
| Forename(s): |  | | | | |
| Surname: |  | | | | |
| Address: |  | | | | |
| Post Code: |  | | | | |
| Contact No. |  | | | | |
| Position Held |  | | | | |
| May we approach the above before the interview? | | Yes | **❑** | No | **❑** |

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| Personal Statement |
| Please detail here your reasons for this application, your main achievements to date and the strengths you would bring to this post. Specifically, please detail how your knowledge, skills and experiences meet the requirements of this role (as summarised in the person specification). Please use no more than 500 words; please use additional pages if necessary) |
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| POTENTIAL CONFLICTS OF INTEREST |
| If you consider that you have any conflicts of interest in applying for this post, please identify what these are and how you would manage them. |
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| Criminal Record |
| The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that certain convictions and cautions are considered ‘protected’ when applying for certain jobs and activities. This means that they do not need to be disclosed to employers, and employers cannot take them into account if they are disclosed. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. Please detail any criminal convictions except those 'spent', or otherwise ‘protected’, under the Rehabilitation of Offenders Act 1974. If you have none, please state. In certain circumstances employment is dependent upon obtaining a satisfactory Disclosure & Barring Certificate from the Disclosure & Barring Service. |
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| Data Protection | | | |
| We are aware of our obligations under data protection legislation, including the obligation to collect only the data that is required for our specific purpose. The information collected in this application form is specific to our recruitment exercise and necessary for the performance of the role that you have applied for. If you are recruited for the role you have applied for, or any other role you are offered by us, the information provided will then be used for the purposes of your employment with us, together with further information collected upon recruitment for those purposes.  We will treat your personal information with utmost integrity and confidentiality. Our data protection policy sets out our approach to ensuring that your data is processed in line with the data protection principles within current data protection legislation.  Our privacy notice for job applicants gives you information on, amongst other things, the data we will hold about you during the recruitment exercise and what we use it for.  You can view the privacy notice at www.hear-us.org/privacy-statement/. | | | |
| Declaration (please read this carefully before signing this application) | | | |
| 1. I confirm that the information provided in this application is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. 2. Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor. I agree that the organisation reserves the right to require me to undergo a medical examination. 3. I agree that should I be successful in this application, I will, if required, apply to the Disclosure & Barring Service for a Disclosure & Barring Certificate. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company any offer of employment may be withdrawn or my employment terminated. | | | |
| Signed: |  | Date: |  |

**Return of Applications: Monday 22nd January 2024**