

Carers Engagement: Best Practice Coordinator (temporary post)

Recruitment pack

December 2023



1. Our organisation

Healthwatch Islington (HWI) works to improve care in and around Islington. Our Board, staff and volunteers are passionate about working collaboratively to co-design services that reflect local need. As such, we've improved access to social workers, influenced the introduction of annual health checks for people with Autism, improved access to gardens in care homes, increased the amount of mother-tongue counselling and are leading on a range of borough-wide inequalities work.

Poor mental health has a huge impact in our borough and we are working to improve earlier access to more person-centred support, through delivering Partnerships Building work with mental health multi-disciplinary teams. This new role builds on existing work by bringing carers and their needs into the conversation.

Our vision and values

Healthwatch Islington is working for improved health and social care outcomes for local residents.

We collect knowledge that reflects the diversity of needs and experiences within the borough and encourage people to feedback their honest views on services; use the evidence we gather to influence service delivery, provision and commissioning for the benefit of local people to improve their experience; reach out to and empower our local community to be informed about and involved in local services and exercise choice in taking up services; support the independent assessment and audit of local services.

We will work in ways which are:

- **Inclusive:** encouraging participation from people across the borough,
- **Influential:** using evidence from our community and knowledge of key policy to inform commissioning and delivery of services,
- **Responsive:** rooted in empathy and compassion, and up-to-date with policy so that our work is relevant,
- **Professional:** with integrity, treating everyone with respect,
- **Collaborative:** working with others to maximise the impact of our work.

2. Healthwatch Islington's Staff Team

Healthwatch Islington (HWI) is a small effective and friendly team. We are currently 10 people. Our staff and volunteers say that they feel valued and that they feel that they are making a difference for local people. We are keen to emphasise that applications are welcome from candidates who may have some but not all of the skills listed in the person specification.

3. About the role

The postholder will work 5 days a week. You will work for Healthwatch Islington but have access to space at the North London Mental Health Partnership. Healthwatch is based at 6 - 9 Manor Gardens Welfare Trust, N7 6LA.

North London Mental Health Partnership (NLMHP) aims to improve the identification of carers, and the support they are offered. The postholder will build on good practice from across the five North Central London councils (Barnet, Camden, Enfield, Haringey and Islington), health providers, community organisations, carers and North London Mental Health Partnership staff to develop and implement a strategy for identifying, recording and supporting carers status. This will support North London Mental Health Partnership with 'earlier intervention' and prevention, supporting staff to recognise the factors impacting on carers' well-being, and where feasible, take steps to minimise these.

The ideal candidate

We're looking for someone who has experience of working across organisations to develop and share good practice, ideally with practical experience of the needs of carers. The ideal candidate will understand the wide range of issues impacting carers and the kind of solutions that can be used to address these barriers. You'll be confident working with people from a diverse range of backgrounds, establishing partnerships, and offering constructive challenge to colleagues to ensure that services are always doing their best to be inclusive.

Most importantly you'll enjoy working as part of a team committed to improving health and care services and access for Islington residents. You may have lived experience of mental health need, of using mental health services and/or be from a minoritised community.

5. Role Description

December 2023

Responsible to: Chief Executive

£32,300 Full Time Equivalent with 25 days annual leave and 5% pension contribution. This is a one-year contract.

Primary Job Function

1. To support the development of a Community of Practice to enable effective identification and support for carers interacting with North London Mental Health Partnership (NLMHP).
2. To engage with statutory and voluntary sector partners, patients, carers, and user groups to gather and share best practice.

Duties and Responsibilities

1. Provide administrative and operational support for steering group to oversee development of a Community of Practice and Partnership Strategy for effectively identifying and supporting carers.
2. Collaborate with NLMHP leads on processes to operationalise plans for a Community of Practice and overall Partnership Strategy.
3. To liaise with specialist Carer organisations in Barnet, Camden, Enfield, Haringey and Islington and track engagement activity in relation to this programme.
4. To assist the collation of Carer expertise and advice in collaboration with local Carer organisations to better inform project development and track and articulate how that feedback influences the strategy design.
5. To facilitate coproduction and consultation as needed to achieve this aim with a range of relevant partners including Healthwatch Islington's [Diverse Communities Health Voices partnership](#) (who work with residents across North Central London) and others as and when these develop.
6. To assist the development of events to strengthen NLMHP understanding and commitment to Carer needs, wellbeing and opportunities.
7. To assist the collation of key information to support Carer strategy and community of practice development.
8. Work with Healthwatch staff to ensure that views collected that relate to issues beyond NLMHP can be used to influence conversations via the Islington Health and Well-Being Board, North Central London Clinical Commissioning Group, Integrated Care System, Central Locality Network, Central Locality Leadership Team, Fairer Together Partnership Board, All Age Mental Health Partnership Board and Islington Council's Health Review Committee.
9. Work with the Healthwatch team, including volunteers where appropriate, to ensure Healthwatch is collating all sources of feedback on mental health services, and link this with NLMHP feedback and feedback mechanisms to maximise impact.
10. Work closely with Healthwatch Islington's Advice Mental Health Partnership colleagues and Advice and Information Worker to ensure evidence gathered from other Healthwatch work can also inform this Community Practice and Strategy where appropriate.
11. Work with NLMHP and the HWI Communications and Impact Manager to produce content to promote this work in line with NLMHP's Communications Strategy, and to disseminate learning from events and the overall process.

ADDITIONAL:

- At all times carrying out responsibilities/duties within the framework of Healthwatch Islington's policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with relevant legislation, in particular Data Protection, Health and Safety and Equality legislation.

- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake relevant training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- The post holder is expected to be committed to Healthwatch Islington's core values and to demonstrate this commitment in the way they carry out their duties.

Person Specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following criteria.

Essential

1. Track record in fostering and maintaining positive, impactful working relationships across sectors/departments.
2. Ability to offer constructive challenge to colleagues.
3. A strong understanding, and possibly lived experience, of the needs of the diverse communities in Islington, including carers and/or those living with mental health needs, and the ability to work responsively and inclusively.
4. Strong communication skills, experience of working with a range of audiences with a range of access needs.
5. Experience of using data including patient feedback and equalities data to identify gaps in access and solutions to address these.
6. Understanding of person-centred approaches to service delivery and good practice in person-centred support and co-production.
7. Knowledge of well-being and mental health service provision in Islington.
8. Knowledge of good and best practice for supporting carers.
9. Ability to obtain, collate and report data for a range of audiences,
10. Experience of strategy development.
11. Solid organisational skills including attention to detail and multi-tasking skills and proficient user of basic IT.

12. Awareness of health and social care policy in North Central London and in particular the aims of the Community Mental Health Framework.
13. An understanding of and commitment to equality of opportunity, intersectionality and the implications for this role.
14. Able to work evenings and weekends by prior arrangement.

Desirable

15. Lived experience as a user/ carer of someone using mental health services
16. Experience of project management and codesign

6. The recruitment process

Interested parties will need to complete an application form outlining their experience and how they meet the criteria in the person specification. You will need to answer each criteria. If you don't have relevant experience from work, you can include experience from volunteering, studying etc or include an example of what you would do to meet the criteria. Missing out criteria means you will score '0' against that criteria.

Applicants should send a completed application to megan@healthwatchislington.co.uk by 9am on Wednesday 10th January 2024. Late applications will not be considered.

You can send your completed Equality Monitoring Form separately to info@healthwatchislington.co.uk. This information will be treated as confidential and will not be used as part of our assessment process but will help us analyse our processes.

You can call Emma on 07984 445 668 to find out more about the role.

Interviews are scheduled to take place on Monday 22nd January 2024. Decisions will be made the following week and all interviewed candidates will be notified.

The successful applicant could then start as soon as possible after that date.