Job Description – Information Coordinator (job share)

**About us**

Sheffield Flourish is an award-winning innovative charity. We aim to support people living with mental health conditions to use their skills, ideas and talent to build the lives they wish to lead.

Our organisation manages two websites: Sheffield Flourish and the Sheffield Mental Health Guide. Alongside this, we support community organisations working in creative arts, gardening and vegetable growing, football and more (check out CAST, Oasis, Open Door Music and Brunsmeer Awareness FC).

Sheffield Flourish is committed to making the most of the assets in our community, working collaboratively with our community wherever possible. We use digital wherever it works, but also recognise the need for face to face interactions.

Our values are very important to us and run through all of our activities:

* We stand for hope and positive change
* We engage critically and constructively with key issues in mental health
* We are realistic about the barriers and exclusions which people living with mental health conditions have to face
* We strive to be inclusive and respectful
* We value the knowledge, ideas, and skills of people living with mental health conditions
* We are innovative and creative

We aim to build confidence, improve wellbeing, increase understanding of mental health issues, challenge stigma, and reduce social exclusion and isolation.

We are a small hard-working team, ambitious for change and keen to make a significant positive impact on mental health in Sheffield and beyond.

**The Role**

The successful candidate will join our small and supportive team of eight people, working on the Sheffield Mental Health Guide with two other Information Coordinators. The candidate will be joining at an exciting time as the Sheffield Mental Health Guide will be expanded to support all ages, which will include a redesign.

Day to day tasks include answering mental health service queries through our phone line, email and LiveChat. Keeping the Sheffield Mental Health Guide up to date and supporting the team with office-based tasks. The role will also include involvement in designing and running co-design sessions to help develop the website.

We are looking for candidates with an understanding of and commitment to our values (see above).

**Key responsibilities**

**Hours:** 12

**Salary:** £24,054– £26,401 (pro rata)

**Responsible to:** Deputy Managing Director

**1. Signposting**

* In partnership with Deputy Managing Director, co-ordinate the provision of a city-wide mental health information service for all-ages.
* Take a lead on the information service phone line for adult and children and younger people services, ensuring a consistent high quality of service is maintained, and cover is organised.
* In partnership with Deputy Managing Director, help to ensure the Sheffield Mental Health Guide website offers high quality signposting.
* Ensure our phone line, email, web and social media services are safe, and that risk is continually assessed and mitigated, in line with Sheffield Flourish’s policies and procedures.
* Attend internal and external events, working with partners as appropriate, to provide information flexibly and maximise opportunities to promote mental wellbeing.

**2. Web development, content and maintenance**

* In partnership with Deputy Managing Director and wider community, support the iterative development of the Sheffield Mental Health Guide, ensuring it reflects the needs of our users, including Children and Younger People.
* Research relevant mental health-related events, services and opportunities across the city and ensure they are incorporated into the Sheffield Mental Health Guide website and wider service provision in a timely manner.
* In partnership with Deputy Managing Director, develop and maintain all Sheffield Flourish web resources.
* Ensure services on the Sheffield Mental Health Guide website are reviewed and updated once a year.

**3. Communications**

* Ensure the Sheffield Mental Health Guide (and wider information service) is actively marketed, linked in with other agencies and provider organisations, and maintains a high profile with the general public.
* Maintain Sheffield Flourish’s social media presence, proactively reporting successes and issues to wider team, and continually responding to interactions.
* Where possible, let services and organisations know that we are responsive to feedback about the service, and welcome their comments.

**4. Monitoring and evaluation**

* In partnership with Deputy Managing Director, ensure monthly and quarterly statistics are completed and submitted.
* Continually review monitoring, evaluation and feedback, ensuring practices are tweaked and improved where needed.
* Ensure organisational policies and procedures are followed and implemented across projects

**5. Culture and policies**

* Contribute to the development of an organisational culture of respect and inclusivity.
* Work with community in accordance with the culture, values and policies of Sheffield Flourish.
* Commitment to engaging in support and supervision with the Deputy Managing Director.
* Commitment to ongoing personal development including attendance at conferences and training.
* Support other work and projects as and when required.

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| **Attributes, skills, knowledge and experience** | **Essential/Desirable** |
| Excellent communication skills, with confidence in speaking over the phone | Essential |
| Good understanding of websites and social media, with experience of IT systems (e.g. word and excel) | Essential |
| Ability to write confidently for a range of audiences, with excellent attention to detail | Essential |
| Awareness of local services (for all ages), with good skills in research | Essential |
| Experience of working with vulnerable people, either through work or in a voluntary or personal capacity | Essential |
| Experience in social media marketing, including creating written and visual based content across a variety of social media accounts. | Essential |
| Experience and understanding of mental health issues, either personally or through supporting others | Essential |

**To apply**

For further information and to download the application form please visit the website [www.sheffieldflourish.co.uk](http://www.sheffieldflourish.co.uk) or email [info@sheffieldflourish.co.uk](mailto:info@sheffieldflourish.co.uk)

CVs will not be considered, and we can only assess applications which have been fully completed.

Deadline for application: Monday 16th January (applications will not be considered after this date).

Interviews will be held on: Tuesday 24th January