JOB DESCRIPTION

**INFORMATION WORKER**

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| **HOURS:** | 37 hours per week |
| **SALARY:** | £21,166 - £25,295 (SCP 11-20) per annum |
| **CONTRACT:** | Open Ended |
| **HOLIDAYS:** | 28 days plus bank holidays (per annum) |
| **PENSION:** | Auto-enrolment scheme in place |
| **PROBATIONARY PERIOD:** | 6 Months |
| **ACCOUNTABLE TO:** | Information Service Coordinator |
| **PLACE OF WORK:** | 2 Kings Meadow, Osney Mead, Oxford, OX2 0DP |

**ABOUT OXFORDSHIRE MIND**

We’re Mind, the mental health charity. We’re here to make sure anyone with a mental health problem has somewhere to turn for advice and support; in total over 20,000 people in Oxfordshire access our services each year. With one in four people experiencing a mental health problem at some point in their lives, people need Mind more than ever. Our work includes:

* The Transitional Supported Housing Recovery Service (part of the Oxfordshire Mental Health Partnership).
* The TalkingSpace Plus psychological therapy service in partnership with Oxford Health NHS Foundation Trust.
* The Oxfordshire Mind Wellbeing Service, which is part of both the TalkingSpace Plus and Oxfordshire Mental Health Partnerships and includes:
  + Five Wellbeing Centres throughout the county
  + Public Wellbeing & Information Services
  + Physical Activity and Wellbeing
  + Benefits for Better Mental Health, a welfare benefits advice service
  + Volunteering and Peer Support Opportunities
* Raising awareness and campaigning activity.

We employ over 100 staff and operate in 28 locations around the county.

**PURPOSE OF THE ROLE**

The Information Service is a key function of the Wellbeing Service (WBS) and includes:

* Provision of Information to individuals, third parties and partner organisations
* Information Line
* Options Sessions
* Active Monitoring

The purpose of the role will be to:

Work across the WBS to ensure that service users experience a seamless receipt of Information Services

Undertake and record ‘Monthly Review’ telephone conversations with all service users accessing the Options sessions of the Information Service.

Maintaining the Information Service databases and to the capture, interrogation and reporting of Information Service data for contract purposes

**RESPONSIBILITIES**

**The key responsibilities of the Information Worker are:**

1. Information service follow up reviews
2. Data governance and monitoring
3. Educational Course Programme
4. Liaison and Development Work
5. **Information Service (Follow up Reviews)**

* Undertaking ‘Monthly Review’ follow up telephone calls for all service users receiving an Options Session.
* Manage booked appointments (via Outlook diary) to ensure follow up contact with service users at an agreed date/time
* Recording details of Warwick Edinburgh Mental Health Well Being Scale (WEMWBS) scores, referrals and signposting (inc. follow up actions) into Mind pod data base and related Information Service spreadsheets.
* Support and/or signpost where appropriate individual referrals into WBS interventions and specialist services as outlined in the WBS service specification

1. **Data Governance and Monitoring**

* Working closely with the Information Service team and Service Manager to fully capture data for monitoring and reporting purposes.
* Ensuring adequate systems and structures in place for data governance to deliver requirements’ of the Wellbeing Service contract.
* Maintaining Information Service databases to ensure quality data governance across the service
* Producing monthly and quarterly reports to inform Wellbeing Service targets and outcomes for the Information Service

1. **Educational Course Programme**

* Work closely with the Educational Course Co-ordinator to support course bookings, assessments and evaluations.
* Maintain attendee lists for Educational Programme course participants
* Support entry of data from Educational Programme into systems
* Processing WEMWEBS scores from educational courses
* Send confirmation emails where appropriate to course attendees and answer enquiries

1. **Liaison and Development Work**

* Revising and Improving staff handbooks, guidelines and processes for the Information Service
* To engage with key partners, stakeholders and other agencies to promote and develop Oxfordshire Mind’s Wellbeing Service (i.e. Talking Space Plus, GPs, Oxford Mental Health Partnership, Adult Mental Health Teams, Health sub groups of City Council Community Partnerships, Social Prescribing initiatives i.e. Bury Knowle, Rosehill, Banbury etc.)
* Work closely with the Information Service, Education and Coping-skills Course Programme and Peer Support and Volunteer Programme to ensure an integrated and coordinated approach to service delivery and part of wider service developments, innovation and improvements

**Quality**

* Supporting quality data governance across the service
* Ensure financial, reporting and administrative deadlines are met
* Ensure effective liaison with partner agencies and stakeholders
* Ensure data collection, recording and systems for service monitoring and evaluation are in place

**Supervision, training, meetings and support**

* Ensure staff training is kept up to date.
* Attend regular supervision and participate in annual appraisals.
* Attend training as appropriate.
* Be proactive in reviewing and evaluating personal performance and identifying areas for improvement and development.
* Attend and participate in team meetings and other meetings as required.

**General**

* Adhere to Oxfordshire Mind Policies and Procedures at all times.
* Occasional evening and weekend work will be required.
* Cover for other members of the team as necessary.

This job description covers the current range of duties and will be reviewed from time to time. It is Oxfordshire Mind’s aim to reach agreement on changes, but if agreement is not possible, Oxfordshire Mind reserves the right to change this job description.

**PERSONAL SPECIFICATION / SELECTION CRITERIA**

**Information Worker**

# Experience

1. Strong understanding of mental health issues, which may include lived experience
2. Working within an Information and Advice service environment
3. Developing and supporting data management systems and data governance
4. Working in an often demanding environment
5. Experience of administration and evaluation of training programmes
6. Working as part of a team

**Skills and Knowledge**

1. An understanding of and sensitivity to the needs of people living with mental health problems
2. Excellent organisational, planning and administrative skills
3. ICT skills, data collection and working within processes and systems
4. Ability to analyse and report data against key performance indicators and targets
5. Excellent verbal and written communication and interpersonal skills
6. Ability to work within time constraints and to deal with conflicting demands and priorities
7. Capacity to cope effectively with the pressures of the post and to use the support and supervision provided
8. Ability to take initiative and work on an individual basis

**Values**

1. Strong commitment to the involvement of people who use services, social inclusion & recovery
2. Strong commitment to equal opportunities and diversity

**Desirable**

1. Current valid Driving Licence and use of car for work purposes

The following are required of all roles with Oxfordshire Mind. However, you do not need to address these in your application:

* Genuine interest in and commitment to Oxfordshire Mind’s work and client group
* Strong commitment to equality and diversity
* Willingness to work flexibly in response to changing organisational requirements
* Willingness and ability to work hours outside of normal office hours on occasion

**VERY IMPORTANT:** Applicants should structure their application by responding to each of the points listed in the Person Specification / Selection Criteria. The short-listing panel make their decisions based on this information and no assumptions about your skills or experience will be made. CV’s will not be accepted.