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|  | JOB DESCRIPTION | Form JD1 |
| JOB TITLE: Community Mental Health Project Assistant | **POST NUMBER:**  |
| **REPORTS TO**: Community Mental Health Project Manager  |  |
| **DEPARTMENT:** People Directorate> Adult Social Care> Improvement Team | GRADE: 6 |
| **JE REF:** | 47 | PANEL DATE: | 27/04/2021 |
| **1.** | **MAIN PURPOSE OF JOB** * To support the Project Manager with the delivery of the ‘Northern Quarter’ programme to transform how mental health services are delivered across the system in York
* To support other key programmes across Adult Social Care, which ultimately promote the transformation needed to culture and service delivery to allow the programme to flourish.
* To help coordinate team members across the system to achieve project objectives, and facilitate communication by providing high quality administrative support
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| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | Support the drawing up, monitoring and delivery of project plans |
|  | ii | Create, maintain, update and monitor accurate records and information for the project, coordinating and collating information from various sources which can be used for reporting on project progress |
|  | iii | Research, analyse and present data from databases and information systems, in a user friendly format as required, including KPI’s.  |
|  | iv | Produce and distribute reports, newsletters and publicity materials. |
|  | v | Schedule, coordinate and administer a range of meetings; collating and distributing meeting papers; taking and circulating minutes and undertaking/ensuring follow up action as appropriate |
|  | vi | Support the development and delivery of workshops, briefings, engagement events and webinars; at times attending the events to coordinate and organise, and to build relationships across the network |
|  | vii | Support the Programme Manager in work associated with grant applications and provide financial administrative support by monitoring, recording, receipting and appropriately storing invoices (using the Council’s Financial Management System). |
|  | viii | Ensure compliance with defined processes and procedures in relation to all aspects of the project delivery |
|  | ix | Carry out any other duties within the scope, spirit and purpose of the job as requested by management |
|  | x | Work within the values of the Council’s organisation development plan and to the objectives of Adult Social Care Recovery Plan  |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Number of staff reporting to jobholder and nature of supervision eg full line management responsibility or day to day supervision of work Direct: 0 Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION**The post holder requires excellent skills in understanding complex information and processes across a wide range of subjects. They will need to use a high degree of creativity and innovation when:* Dealing with non–routine programme matters (e.g. holding responses to enquires from partners, Members, partners, providers etc.); requiring diplomacy and professionalism at all times.
* Required to assimilate complex information and processes across a range of subjects, to translate and communicate in an easily understood format (e.g., to evidence progress against programme outcomes and objectives; to introduce new ideas). They may need to prepare presentation/communication material using applications such as Microsoft Power Point, Project, Publisher.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal**  The post holder whilst reporting to the Project Manager will work closely with other members of the Improvement Team and senior management whom are working towards similar goals. They will have daily contact with colleagues within both the Directorate and other Council Departments. These contacts will include Senior Managers across the Council. The post holder will also develop close working relationships with staff in Performance Management, Finance and Human Resources. Contact with all internal colleagues will require the post holder to discuss sensitive and confidential matters, they will need to possess negotiating and diplomacy skills and be able to deal with a range of complex issues.**External**The post holder will need to establish and maintain relationships with a broad variety of external stakeholders across the health and social care economy. They will have key partners in the mental health trust (Tees, Wear and Esk Valley), and in the CVSE, with whom they will form a virtual team. They will also develop a diverse network with people from other organisations and systems, including people with lived experience both of receiving services directly, and of caring for those who do.A working collaboration is required to convey progress, risks and governance across the programme. |
|  **6.** | **DECISIONS – discretion & consequences**This programme is a significant and high profile initiative for the authority. A wide variety of stakeholders and indeed the public have high expectations of the programme’s success and failure to keep the programme on track will result in timescales being missed resulting in related co-dependent project timelines being impacted. Consequences of missed timelines or the ineffective communication of progress will similarly have significant reputational damage to the Authority. * Own work is managed rather than directly supervised and results and outcomes are assessed at agreed/set intervals.
* Uses discretion when responding to complex, face to face and telephone queries from colleagues and others outside the council so as not to commit any breaches of confidentiality.
* Prioritises work activities, dealing with correspondence and directing enquiries.
* Financial and time/resources consequences avoided by effective communication, expectation management and diary management according to the programme(s) timeline(s).
* Ensure that all stakeholders are kept fully informed of progress through efficient and timely reports and updates to avoid delay in decision making.
* Within the agreed work tasks and boundaries, the post holder will be free to make decisions as to the methods of their work and they will be encouraged and supported to contribute to broader decisions affecting the strategic planning of Adult Social Care.
* Decisions made by the post holder in their role may affect the successful delivery if the programme
* Design, develop and implement modifications/variations to processes and operations and introduce new working arrangements.
* Assist in maintaining senior stakeholder capacity focussed on value added tasks, by ensuring that the administrative tasks are completed efficiently and effectively.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value  |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands* Conflicting demands and some unplanned work
* Many tasks are to be prepared to a deadline.
* Must be able to prioritise work.
* Must be flexible in working hours to meet specific needs

Physical demands: Normal office environment (as per current situation under covid-19, this includes working remotely) Working conditions: Normal office environment (as per current situation under covid-19, this includes working remotely)Work context: Normal office environment (as per current situation under covid-19, this includes working remotely) |
| **9.** | **KNOWLEDGE & SKILLS**The post holder is expected to have;* Excellent planning and organisational skills to ensure deadlines are met, with the ability to prioritise workload without close supervision
* Good literacy and numeracy skills, including an ability to understand and analyse data
* Good written communication skills to produce good quality materials for a variety of purposes (e.g. publicity leaflets, short reports, letters, and minutes).
* Active listening and verbal communication skills for effective interaction with all colleagues and project stakeholders
* Skills to identify problems, and plan action to overcome problems
* The aptitude to use a variety of computer systems, including excel, Microsoft Word, PowerPoint, Outlook and Project.
* The ability to be resourceful- to retrieve and organise information from a variety of sources
* The flexibility to adapt to changing workload demands and environments, and to manage stress within this

They are expected to have prior experience of:* Working in a project delivery environment.
* Organising, supporting and minuting meetings
* Working in partnership with other agencies in the community, health and social care

The post holder should be able to demonstrate:* Integrity, discretion and sensitivity.
* Commitment to equal opportunities and addressing needs of disadvantaged groups.
* Willingness to uphold and actively promote the Council’s standards and values

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 -** Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Project managerOther jobs at this level in adult social care; EIP Project Assistant; Hospital business support; commissioning hub**THIS JOB**Jobs reporting up to this one: none  |