Job Description Template

## Job details

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| Job title: | Trainee Partnership Liaison Officer |
| Department: | NHS Mental Health |
| Location: | Within Contract Area (Kent & Medway) |
| Reporting to:  (job title only) | Equality, Diversity and Inclusion Co-Ordinator |
| Job purpose: | * To raise awareness of Equality Diversity and Inclusion and address the needs of diverse, underrepresented communities. * To address inequalities of access, experience, and outcome. * To build collaborative relationships and partnerships with diverse communities via several routes including statutory and non-statutory organisations, GP’s, voluntary sector services, educational institutions, and local communities. * To contribute to an effective service delivery by supporting coordination, planning, problem solving and implementation activities. |
| Role and Responsibilities: | * The position of the Partnership and Liaison Officer is a varied, self-directed role and requires good inter-personal skills, attention to detail and strong administration. * To build collaborative relationships and partnerships with diverse communities with the intent of developing the diversity in the workforce. * To provide rapid response to stakeholder queries and enquiries including addressing concerns, queries and complaints. * To keep stakeholders informed of new service innovations, developments, and enhancements. * To develop bespoke EDI training for service colleagues * To develop a work experience/ placement scheme to increase access to work opportunities for those from diverse backgrounds * To investigate the longer-term potential for developing new access routes into the mental health profession for underrepresented groups including apprentice pathways by building links with universities and other stakeholders * To develop links with educational institutions and universities and working closely with EDI groups within these institutions to broaden the diversity of graduates joining VHG * To develop links with external organisations that have mutual benefits for employee wellbeing * To create of a wellbeing support package for remote workers focusing on engagement and retention. |
| Additional information: | * Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | | **Desirable** |
| **Qualifications** | | * Graduate qualified or equivalent experience in the specified market. | * Healthcare professional qualification. * Mental Health qualification. * EDI qualification |
| **Experience** | | * Working with diverse populations * Working in a healthcare environment * Working with statutory and non-statutory organisations * Developing and delivering training * Building new relationships that are strategically relevant to the service * Coordinating and facilitating client/patient engagement events * Working as part of a team and contributing to the common strategy and goal * Integration of multiple relationships with a common delivery goal. * Ability to deliver a client experience that reinforces Vita Health Group positioning and brand values | * Relationship/Account Management * Working with educational institutions * Online and social media campaigning * Experience working with educational institutions |
| **Skills/knowledge** | | * IT literate – intermediate level minimum * Excellent coordination, planning and organisational skills. * Excellent problem-solving skills and ability to embrace challenge. * Ability to make decisions and be self-motivated. * Strong focus on and ability to build relationships with various internal and external stakeholders including GP’s, voluntary sector, patients, local community services and diverse community groups. * Proactive in relation to on-going professional development to stay up to date with industry knowledge | * Understanding of IAPT and integrated care |
| **Personal competencies and qualities** | | * Self-driven, results-orientated with a positive outlook and a clear focus on high quality. * Ability to respond proactively and with urgency to specific requests. * Ability to engage and work with others from diverse background to bridge gaps in inequality. |  |

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| **Scope:** | The Partnership Liaison Officer (PLO) is a non-clinical Employee who focuses on improving engagement and raising awareness of IAPT services to ultimately increase access. They will also focus on building relations with non-referring organisation’s to promote workforce opportunities within IAPT services. The role will focus specifically on:   * Developing bespoke EDI training for IAPT therapists * Developing a work experience/ placement scheme to increase access to work opportunities from those in diverse backgrounds * Investigating the longer-term potential for other access routes into the mental health profession, including building links with universities and the possibility for apprenticeships * Developing links with educational institutions and university and working closely with EDI groups within these institutions to broaden the diversity of graduates * Developing links with external organisations that have mutual benefits for employee wellness and wellbeing; including Webinars, Wellbeing days, Training, Creative challenges and Exercise * Creation of a wellbeing support package for remote workers focusing on engagement and retention (including training, tools, support) |

# Version Control

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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