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.
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| 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.
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| Additional information: | * Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.
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## 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
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| **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
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| **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
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| **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)
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| 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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