

JOB DESCRIPTION

Job Title:	Service User/Carer Project Worker
Ref:	HED347
Campus:	Middlesex University (Hendon Campus) with frequent travel required across the North London Social Work Teaching Partnership organisations for meetings.
School/Service:	School of Health and Education
Grade:	6
Salary:	£31,210 - £35,792 pro rata per annum - inclusive of outer London weighting
Period:	Temporary 0.6 FTE – 12-month project
Commencement:	August 2018
Reports to:	NLSWTP Project Manager (London Borough of Hackney) and Director of Programmes, Social Work (Middlesex University)
Accountable to:	Middlesex University: Director of Programmes (Social Work), Middlesex University on behalf of the North London Social Work Teaching Partnership (NLSWTP)

Overall purpose

The North London Social Work Teaching Partnership (NLSWTP) is a government-funded initiative comprising of the London Boroughs of Barnet, Camden, Enfield, Hackney, Haringey and Islington, the charity Norwood and Middlesex University. Building upon their commitment to service user involvement and representation, the NLSWTP is funding this post. The main purpose of this role is to assist involve@mdx in increasing their membership of service users/carers and to coordinate service user involvement across the NLSWTP and the Department of Mental Health and Social Work.

Main Responsibilities

Project management

- Be a key member of the NLSWTP working groups
- Contribute to and support Middlesex University departmental service user/carer strategies and link with the Centre for Co-Production.
- To take a lead on e-communication in relation to service user involvement across partner organisations.
- Record keeping and setting up/overseeing databases.

Networking

- Take a lead role in developing a network of service user and carer voice groups for social work partners by actively researching and interfacing with external organisations.

Recruitment

- In line with departmental guidelines, develop a clear and sustainable recruitment and retention strategy for social work service user involvement, linking with the Department and the Centre for Co-Production, plus all partners from the NLSWTP.
- Be aware of the numbers and diversity of representation among service users and carers with regards to age, gender, sexuality, provision, ethnicity, mobility and availability.

Service User Support

- To support and promote collaborative working with service users and facilitate training required for new/existing members of involve@mdx.

Service User Enablement

- To facilitate and support the participation of service user members with the NLSWTP events and activities.
- Be mindful and take into account any accessibility requirements of service users.

Annual conference and symposia

- Lead and support involve@mdx with its annual conference and other events which recognise, celebrate and promote social work service user participation.

Confidentiality

- Display a high degree of judgment, discretion and confidentiality in all aspects of work, ensuring adherence to the Data Protection Act and GDPR obligations.

PERSON SPECIFICATION

Essential

- A lived experience of having used social work services or of having cared for somebody who has used social work services.
- Experience of engaging with service user participation, planning and delivering events and supporting new service user initiatives.
- Capacity to establish networks, processes and strategies and deliver new enhanced organisational systems and protocols.
- To have excellent verbal and written communications skills with proficiency in the use of IT.
- Experience of using and/or managing social media channels, such as Facebook, Twitter, LinkedIn and Instagram.
- To be self-sufficient in undertaking general administrative duties.
- To be able to coordinate multiple demands and work effectively as part of a team and independently.
- Understanding of the Data Protection Act and GDPR obligations.

Desirable

- Experience of managing projects.
- Experience of using graphic design software such as Adobe Photoshop or similar.
- Experience of using electronic newsletter software, such as Mail Chimp or similar.
- Knowledge and understanding of higher education and experience of working in a higher education environment.

This post is exempt from the Rehabilitation of Offenders Act 1974 and requires a Disclosure and Barring Service certificate. You are therefore required to disclose details of any criminal record. ALL criminal convictions, cautions, reprimands or final warnings, even if they would otherwise be regarded as spent under this Act must be disclosed, as well as any other information that may have a bearing on your suitability for the post, including pending prosecutions.

The University will apply for a DBS certificate before your appointment is confirmed.

Hours: 21.3 hours per week, actual daily hours by arrangement

Annual Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-

holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus, please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Flexible working applications will be considered.

What Happens Next?

If you wish to apply for this post, please return to the portal and click on *Apply Online*.

If you wish to discuss the job in further detail, please contact Dr Lucille Allain on 020 8411 6616 or email L.M.Allain@mdx.ac.uk.