



Job Summary

This is a great opportunity for people with lived experience either currently working, looking to step up in their career and/or looking for a new challenge. The role of the Engagement Officer will be to:

- Produce and develop coproduction within the Mid Sussex & Crawley Pathfinder services, BHT Sussex services and Pathfinder West Sussex Alliance Organisations. Working alongside clients, the team and other organisations.
- Recruit, induct, mentor, support and develop the roles of paid and voluntary Peer Mentors.
- Run a regular Peer Mentor training course alongside current Peer Mentors which would be open to all.

Responsible to:

- Community Services Manager, Pathfinder Mid Sussex & Crawley

Location:

This role covers the Mid Sussex and Crawley areas. The role will be a mixture of home working, office based and out in the community meeting with Peer Mentors and Clients.

Significant Working Relationships:

- Community Manager / Deputy Manager
- Recovery workers / Peer Mentors
- Clients / Peer Mentor Volunteers
- Local Community Organisations
- Statutory and voluntary agencies providing services and support to clients
- Wider Pathfinder Organisations across West Sussex

Duties / Responsibilities

- To assist the team in recruiting and providing volunteering opportunities for service users with lived experience.
- To run a regular Peer Mentor training course.
- To assist the team in coordinating and facilitating regular community groups.
- To provide individual supervision and mentoring opportunities for the peer mentors.
- To develop professional relationships with local organisations and attend the Local Planning Group meetings.

- To provide administrative support for Peer Mentors.
- To plan events for the Peer Mentors and clients.
- To carry out exit interviews with peer mentors to evaluate their experience of the project.
- To work collaboratively with other relevant teams in BHT Sussex and Pathfinder West Sussex.
- To support peer mentors and clients with engagement activities, e.g. supporting volunteers to attend events, organise travel for volunteers, etc.
- To provide client representation on strategic groups and forums.
- To help organise and participate in different events e.g. annual celebrations.
- To contribute to the success of the project achieving its outcomes.
- To assist in ensuring that all client records and care plans (both electronic and paper formats) are completed and stored in a professional and appropriate manner and are contract compliant.
- To contribute to the successful marketing and promotion of the project.
- To comply with relevant Health and safety matters within the project and respond promptly to any issues in accordance with organisation policy.
- Be involved in an out of hours, on call system on a rota basis.
- Lead on collation and presentation of KPIs/performance data within a specific service area/project.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you

must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time".

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.