



Co-production Project Manager: mental health services

POST: Co-production Project Manager

HOURS: Part time (28 hours per week, worked flexibly)

TERM: Fixed term contract of 6 months

SALARY: £28,000-30,000 per annum full time equivalent; £21,778 - £23, 333 per annum (actual for the part time role) depending on experience and qualifications.

LOCATION: Homebased with frequent travel within Surrey.

REPORTING TO: CEO, Surrey Coalition

ACCOUNTABLE TO: Co-production project partnership

Introduction

Surrey Coalition, Healthwatch Surrey and SMEF (Surrey Minority Ethnic Forum) are working together with Surrey's mental health trust, Surrey and Borders Partnership NHS Foundation Trust (SABP) to help them engage extensively with people with lived experience, carers, and professionals. This is a really exciting opportunity to co-design what the future of co-production and involvement in mental health services looks like in Surrey.

The Project Manager will be formally employed by Surrey Coalition; however, the project is very much a partnership effort, and the post holder will be working closely with Healthwatch Surrey, Surrey Minority Ethnic Forum (SMEF), and the mental health trust.

Who we are

Surrey Coalition of Disabled People is led by Disabled people for Disabled people. Surrey Coalition aims to promote the rights of Disabled people to



have equality of opportunity and independence. Members are involved in a broad range of activity across the county and beyond, including co-production groups and forums, co-design of health and care service specifications, service monitoring, campaigning and influencing, mental health, technology and innovation projects and supporting and promoting projects and campaigns that are aimed at improving the lives of Disabled people in Surrey.

Healthwatch is the statutory body responsible for understanding the needs, experiences and concerns of patients, service users and the public, and ensuring people's views are put at the heart of health and social care. Healthwatch Surrey listens to what local people like about services and what could be improved, and shares this insight with a range of commissioners, providers and regulators.

SMEF (Surrey Minority Ethnic Forum) is a community organisation set up in 2009 to represent the needs and aspirations of a growing ethnic minority population in Surrey. Since then, SMEF has grown its membership to 40 plus grassroots community groups, each with their own membership of between fifty to one thousand people. SMEF's total direct membership reach is approximately 4000 families.

Introduction to the role

Surrey Mental Health Partnership and Improvement Board have worked with people with lived experience, carers, professionals, and citizens across Surrey to design the Surrey Mental Health Improvement Programme. This large-scale change programme presents a 'once in a generation' chance to radically improve the mental health services and support on offer in Surrey, with a great focus on prevention of mental ill-health (more here: <https://www.surreyheartlands.uk/surrey-wide-mental-health-review-to-pave-way-for-improvements/>).

The board recognised that co-production with people with lived experience and carers, is crucial to achieving the necessary level of change in Surrey. Consequently, co-production with residents is a central part of the improvement programme and work is underway to ensure this approach is embedded within all of its workstreams.

Surrey and Borders Partnership NHS Foundation Trust (SABP) have asked for our assistance, to work with them to conduct an extensive engagement and co-design process, to design what co-production within the trust looks like in the future. This will include both the co-production of services, strategies and projects and also, at a more individual level, a chance to review how co-production is embedded within current services – how do clinicians work with people who use services, and crucially carers, to co-design care plans and deliver mental health support? How do people who use services, and their carers, have their voices heard? This project presents an opportunity to re-design what co-production within mental health services looks like, and contribute to the improvement of mental health services and support in Surrey.

Purpose of the role

The Project Manager will drive and coordinate the co-design project over the course of 6 months.

The role can be best broken down into 4 areas of work:

1. Project management and coordination
2. Extensive engagement and co-design with people with lived experience of mental ill-health, mental illness, learning disability and carers and professionals.
3. Leading the co-design project team, chairing meetings effectively and ensuring that the power is shared within the room.
4. Working with colleagues to formulate a final report and toolkit for the Trust, in a variety of formats to suit (and influence) different parts of the organisation.

Main tasks

1. Form, coordinate and support a small cross-system project team, including people with lived experience and carers as central colleagues.
2. Work with the project team and administrative support to plan the wider engagement programme.

3. Conduct the extensive engagement programme, using innovative and creative approaches to ensure that everyone is able to be involved and contribute in a way that suits them.
4. Work with the project team to analyse the results from the engagement and to co-design what engagement, involvement and co-production should look like within SABP in the future.
5. Report into, and work with, a project steering group.
6. Produce regular project updates for distribution.
7. Coordinate and produce a blog, reporting on progress of the project and early insights.
8. Lead on the production of lived experience and carer insight videos, to help to bring people's experiences and ideas to life.
9. Using insight from the project, work with other organisations, and your previous experience, to create a co-production toolkit for SABP teams to use in the future.
10. Work with the team of lived experience advisors and carers to plan their next steps and to support them in moving into other posts with SABP as appropriate at the close of the project.
11. To work in a manner that reflects the values of the organisations involved in the project.
12. Understand that the project is a collaborative effort, to promote the work of all organisations involved and to work collaboratively with system partners.

Person specification

Excellent communication skills with the ability to communicate effectively in a range of formats and with a variety of audiences (E)

Excellent project management, organisation, and coordination skills (E)

Excellent knowledge of, and experience in leading, co-production work (D)

Experience in community engagement and involvement (D)

Experience and knowledge of working with people with mental ill-health, mental illness and/or carers (D)

Good level of computer literacy including all Microsoft packages with experience of using a range of databases (E)

A high degree of self-motivation and able to work on own initiative (E)

Confident and persuasive presentation skills (D)

Experience in group facilitation or training (D)

A good understanding of the Mental Health system (D)

The ability to work safely from home and willingness to do so (E)

Live within Surrey or nearby (E)

The ability to travel extensively around the county as required to conduct engagement events, including the transport of equipment (E)

An understanding of GDPR and adult safeguarding principles (E)

This role requires the successful applicant to be subject to an Enhanced Disclosure and Baring Check.

We welcome applications from all parts of our community and value diversity.

September 2021