

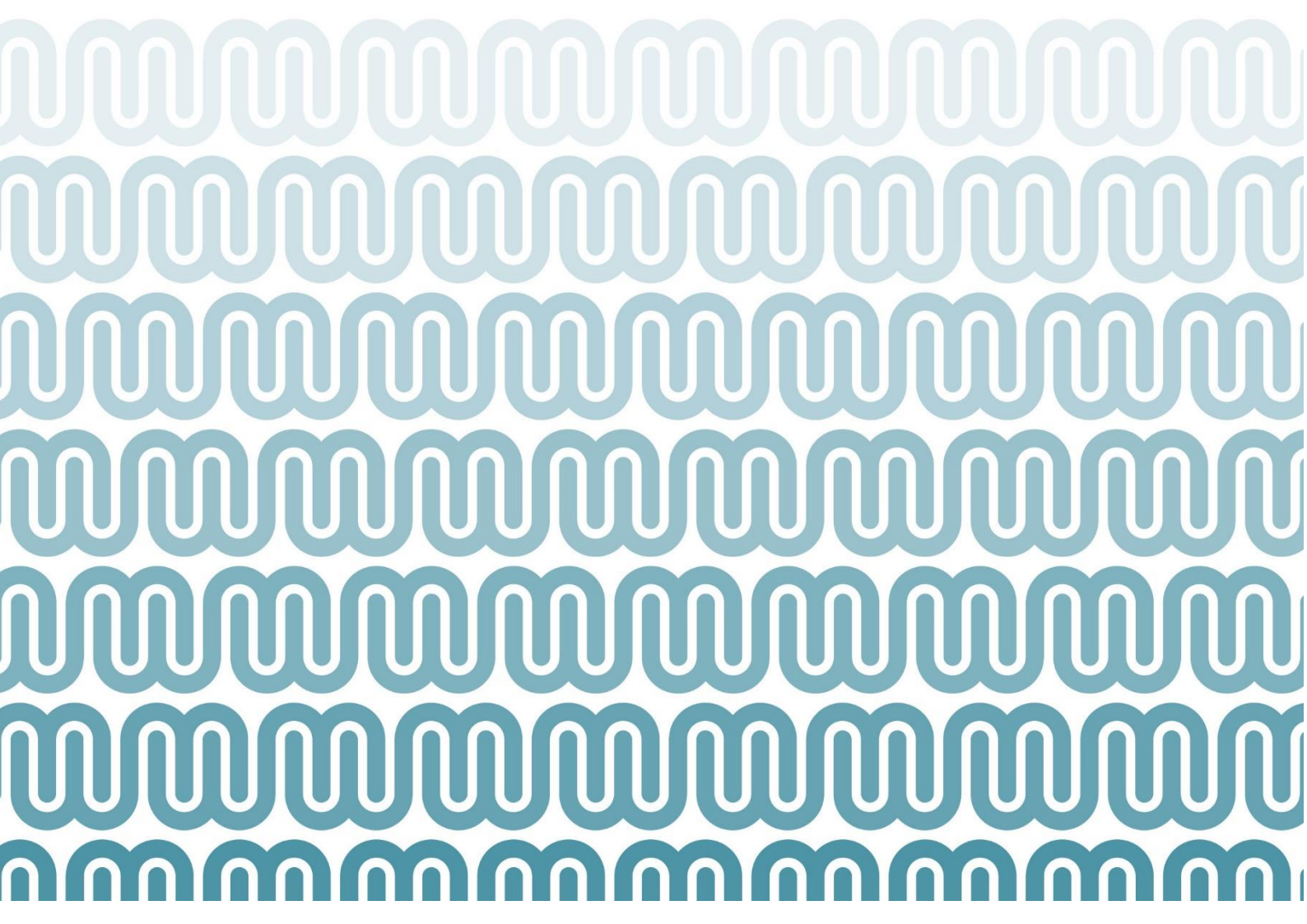


**mental welfare**  
commission for scotland

**Engagement & Participation Team  
Manager  
12 months fixed term or Secondment**

**Application pack – March 2024**

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Dear Candidate,

Thank you for your interest in this post and in the Mental Welfare Commission.

**Our Mission** is to be a leading and independent voice in promoting a society where people with mental illness, learning disabilities, personality disorder, dementia and related conditions are treated fairly, have their rights respected, and have appropriate support to live the life of their choice.

It is an exciting time to join the Mental Welfare Commission: challenging and promoting change, focusing on the most vulnerable, increasing our impact and improving our efficiency and effectiveness.

This is an opportunity to contribute to a national organisation focussing on the rights of individuals. For details of our recent work including our reports following visits, responses to the Scottish Mental Health Law Review, Monitoring reports, Good Practice Guides, Themed Visits or Investigations, please click on our [web-link](#) to read about the range of work we do. This role will allow you to apply and develop your knowledge of ethical and legal considerations in the care of patients, service users and those important to them across different parts of Scotland.

Our office environment is modern, light, bright and green with superb views and is very close to Haymarket Railway station and transport links.

As an employer, we offer excellent terms and conditions of service including a generous pension scheme, a commitment to learning and development and access to an Employee Assistance Programme and comprehensive staff benefits.

We offer:

- a comprehensive range of HR policies including policies to help balance commitments at work and home and flexible family friendly working arrangements such as agile and partial remote working
- training and development opportunities
- access to occupational health services
- access to an employee assistance programme
- access to staff benefits/staff discounts
- access to the NHS pension scheme

The following information will help you with your application:

- recruitment advertisement
- job description
- person specification
- terms and conditions of employment information sheet

We hope you are encouraged to apply and look forward to receiving your application form (with font size no smaller than 11).



# Our mission and purpose

## Our Mission

To be a leading and independent voice in promoting a society where people with mental illness, learning disabilities, dementia and related conditions are treated fairly, have their rights respected, and have appropriate support to live the life of their choice.

## Our Purpose

We protect and promote the human rights of people with mental illness, learning disabilities, dementia and related conditions.

## Our Priorities

To achieve our mission and purpose over the next three years we have identified four strategic priorities.

- To challenge and to promote change
- Focus on the most vulnerable
- Increase our impact (in the work that we do)
- Improve our efficiency and effectiveness

## Our Activity

- Influencing and empowering
- Visiting individuals
- Monitoring the law
- Investigations and casework
- Information and advice



**mental welfare**  
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## **Engagement and Participation Support Manager**

**£40,735 to £45,262 per annum (pro-rata)**

**Part Time 22.2 hours**

**This post is offered on a Fixed Term or secondment basis until 31 March 2025**

### **Hybrid working**

The Commission protects and promotes the human rights of people with mental illness, learning disabilities, dementia, and related conditions.

We have an opportunity for a suitably qualified candidate who is interested in leading and managing a team of Engagement and Participation Officers to effectively deliver key business objectives related to a range of engagement and participation activities.

Educated to degree level or equivalent you will have staff management experience, preferably within the public sector in the field of health and social care. You will have strong interpersonal and communication skills and the ability to develop trust and demonstrate empathy and sensitivity to people with different backgrounds.

With excellent IT skills, administrative and planning and organisational skills you will be able to work collaboratively and independently.

Experience of working in mental health either as a nurse or social worker or having a qualification in mental health or community involvement would be desirable.

At the Commission we champion diversity, inclusion, and wellbeing. We pride ourselves on being an employer of choice, cultivating a sense of belonging and providing a workplace where everyone feels valued. We aim to have a workforce which represents the wider society that we serve and therefore encourage applications from people of all backgrounds and under-represented groups.

Our office environment is modern, light, bright and green with superb views and is very close to Haymarket Railway station and transport links.

For an informal discussion about this vacancy, please contact Suzanne McGuinness, Executive Director (Social Work) by telephoning 0131 313 8777.

For more information on applying, please phone 0131 313 8772 or visit the website at <https://www.mwcscot.org.uk/about-us/work-us>

Closing date for applications is **noon on 9<sup>th</sup> April 2024**, and interview date will be on **26<sup>th</sup> April 2024**. Interviews will be in the MWC office.

## E&P Team Manager role - Job Description

Job Title:	Engagement & Participation Support Manager
Reports To:	Executive Director (Social Work)
Direct Reports:	Engagement & Participation Officers

### 1. Job Purpose

To support the Commission engage effectively and credibly with a range of stakeholders with mental health, learning disability, dementia or related conditions, and with carers, in order to benefit from their expertise and perspectives in all areas of its work.

To lead and manage a team of Engagement and Participation Officers to effectively deliver key business objectives related to a range of engagement and participation activities.

### 2. Dimensions

The post has a Scotland-wide remit. It will include contributing expertise directly to the Commission's work, engaging directly with people with lived experience and carers individually and with groups, and supporting the Commission's staff, including medical, social work and nursing practitioners, in their engagement activities.

The post holder must be able to travel throughout Scotland.

The post holder has 3 direct reports.

### 3. Role of the Mental Welfare Commission for Scotland

We protect and promote the human rights of people with mental illness, learning disabilities, dementia and related conditions.

We do this by:

- Checking if individual care and treatment is lawful and in line with good practice
- Empowering individuals and their carers through advice, guidance and information
- Promoting best practice in applying mental health and incapacity law
- Influencing legislation, policy and service development



#### **4. Key Result Areas**

- Lead, manage, support and develop a team of engagement and participation officers to ensure that staff have the appropriate skills and knowledge to carry out their roles effectively and to maintain and improve individuals' standards of performance.
- Ensure workload is distributed appropriately across the team and there is consistency of quality and practice across all areas.
- Oversee the coordination of all engagement and participation team activities including, but not limited to, internal referral and feedback processes and local/individual/themed/community visits and meetings, ensuring the team work to agreed timescales and to approved process.
- Undertake regular liaison with Senior Managers and wider Commission staff.
- Co-ordinate the programme of engagement and participation of people with lived experience to contribute to Commission activities including policy and influencing, development of visit programmes, development of resources events and investigations
- Identify potential gaps in under-represented groups; black and minority groups (BME), lesbian, gay, bisexual and transgender (LGBT), direct representation of those with learning disability and people with dementia, the young and those living rurally.
- Support innovative approaches to extend the reach of engagement groups.
- Co-ordinate external facing MWC events raising the profile of the Commission's work and functions.
- Report to the Executive Director with work associated with the Commission strategic and business objectives as this relates to engagement and participation activities.
- Engage as appropriate with a wide range on internal and external stakeholders, Scotland wide, including NHS bodies, Health and Social Care Partnerships, local and national third sector organisations, and informal community groups and individuals.
- Provide administrative and research support to the Executive Director in the review of the Engagement and Participation Strategy including report writing.



#### **5. Planning and Organising**

The post holder has a high level of autonomy in organising, managing and prioritising their own work, working to objectives agreed with the Executive Director (Social Work).

#### **6. Internal and External Relationships**

The post is line managed by the full time Executive Director (Social Work). In addition, the following are key working relationships:

Engagement and Participation Officers (Lived Experience and carers)

People with lived experience (individuals and groups)– to inform about the work of the Commission and their rights; to support their participation in a range of modes of engagement.

Commission operational and administrative staff

Commission Communications team

#### **7. Most Challenging Aspects of the Job**

Seeking out under-represented groups with lived experience (both formal and informal) so their voice is 'heard' through active engagement.

#### **8. Skills/Qualifications and Experience**

- Educated to degree level or equivalent
- Management experience, preferably within the public sector in the field of health and social care
- Management of staff experience is essential, with a proven track record of effective support and management of a team
- Strong interpersonal and communication skills including oral and written in both formal and informal situations
- Ability to develop trust and demonstrate empathy and sensitivity to people with different backgrounds
- Excellent IT skills, including Microsoft Office, along with the ability to research using online resources where appropriate
- Strong administrative skills
- Good working knowledge of digital platforms for remote working
- Good planning, prioritising and organisational skills
- Ability to self-motivate and work independently
- Experience of carrying out research
- Experience of planning meetings and capturing views



- Ability to work collaboratively with other individuals or teams engaging in person and virtual meeting/s.
- Demonstrates the ability to value diversity
- Experience of working with GDPR

**Desirable**

- Experience of working in mental health either as a nurse or social worker
- Qualification in mental health or community involvement
- Demonstrates knowledge of key Scottish mental health in capacity and human rights legislation





## Employment Information – Engagement & Participation Support Manager (FTC 12 months)

The following notes summarise the key points of the terms and conditions.

Full details will be provided with offers of employment.

<b>Headquarters</b>	Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HE (hybrid working options)
<b>Pay</b>	£40,735-£45,262 per annum (pro-rata)
<b>Type of Contract</b>	This post is offered as a fixed term contract to 31 <sup>st</sup> March 2025 or secondment.  Applications will also be considered for a secondment opportunity. Agreement, in principle, should be obtained from your parent organisation prior to application.
<b>Manager</b>	The post-holder reports to the Executive Director (Social Work)
<b>Hours of work</b>	22.2 hours per week exclusive of meals. With effect from 1 <sup>st</sup> October 2024, the full time hours for the post will change to 35 hours rather than 37 hours per week so this post will be reduced to 21 hours per week exclusive of meals.
<b>Leave</b>	<b>Annual Holidays</b> The annual entitlement for full time posts is 25 days per year, rising to 30 days after 10 years' relevant service. (NHS and local authority service is counted as relevant service). Leave entitlement is pro-rata for part-time posts.  <b>General/Public Holidays</b> Public and privilege holidays total 11.5 days per leave year, 6 of these are on set dates and the remainder can be taken as required. For part time posts, the public/privilege holiday entitlement is pro-rata to full time equivalent. The leave year runs from 1 <sup>st</sup> April to 31 <sup>st</sup> March.
<b>Superannuation</b>	<a href="#">NHS Pension Scheme</a> is available to all staff subject to scheme rules. Please click <a href="#">here</a> for contributions details. The employer currently contributes an amount equal to 20.9% of pensionable pay into the scheme on members' behalf.
<b>Staff Benefits</b>	Through the Commission Staff Benefits scheme there is access to a wide variety of offers and discounts from the UK's most popular retailers and service providers. The current provider is EdenRed. There is also access to, <a href="#">My Gyms discount site</a> , the UK's largest network of gyms, studios, fitness centres and sports clubs across the UK with discounted membership offers. A comprehensive Employee Assistance Programme is also available and access to a Cycle to Work Scheme.  (The Commission reserves the right to withdraw, amend the schemes and change providers as appropriate)
<b>Our values</b>	The Commission operates a set of internal values for staff.
<b>Performance, Learning and Development</b>	There is a performance development system in operation within the Commission. Progression through the salary scale is subject to satisfactory performance.
<b>Data protection</b>	The information you provide on the application form and any supplementary forms will be used to assist in the process of recruitment and selection in accordance with the Policy of the Mental Welfare Commission.  If you are successful in your application the information you provide will be used for HR and Payroll purposes. By signing the declaration section of the application form it is understood that you consent to the use and storage of your personal information for the above stated purposes.



<b>Work outside the Commission</b>	It is important to identify and minimise any conflicts of interest that could prevent staff from making fair and objective judgements or could be perceived as doing so by people with lived experience and carers, practitioners and the public. Details are contained in the Commission's Conflict of Interest Policy. Please note that employees may not be members or employees of the Mental Health Tribunal for Scotland while working for the Commission.
<b>Probationary period</b>	The post requires a 6 months' probationary period.
<b>Disclosure Scotland</b>	You will be required to submit an update application for a PVG Certificate Children & Adults.
<b>Complaints</b>	The Commission has a Complaints Handling Procedure. All applicants have access to it if they feel they have been unfairly treated during the recruitment and selection process. External applicants should direct any concerns to the Human Resources department and internal applicants have recourse to the Commission's Grievance Procedure.
<b>Equal opportunities</b>	The Commission is an equal opportunities employer.
<b>Feedback</b>	We do recognise the time and effort it takes to apply for a position. Following the short-listing process, you will be notified about the outcome of your application by email.

## How to Apply

The Mental Welfare Commission encourages applications from all sections of the community.

We hope the information we have provided will encourage you to find out more about this opportunity.

To apply please complete the application form and email to [mwc.recruitment@nhs.scot](mailto:mwc.recruitment@nhs.scot)

Closing date for applications is **noon on 9<sup>th</sup> April 2024**, and interview date will be on **26<sup>th</sup> April 2024**. Interviews will be in the MWC office.