

Job Description

Job Title

Locality Co-ordinator – South Somerset

Responsible to

Locality Lead – South Somerset

Location

Balsam Centre, Wincanton

Contract

Permanent

Person Specification

Experience – Essential

- Minimum of 2 years' experience in an administrative, project or operational support role
- Experience organising meetings and events
- Experience supporting or delivering project work
- Experience producing reports, presentations and written documentation
- Experience developing effective working relationships
- Experience implementing or improving administrative procedures
- Experience working within multi-disciplinary teams

Experience – Desirable

- Experience working in the voluntary or community sector, ideally within a mental health setting
- Experience handling complaints
- Experience with supervisory responsibilities

Knowledge and Skills – Essential

- Strong administrative and IT skills, including Microsoft Office 365 and database systems
- Understanding of holistic approaches to mental health and wellbeing
- Knowledge of statutory and voluntary sector structures
- Understanding of safeguarding policies and procedures

- Excellent communication and interpersonal skills
 - Strong organisational and time-management skills
 - Ability to work independently and collaboratively as part of a team
 - Proactive, flexible and resourceful approach
 - Ability to build and maintain partnerships at all levels
 - Understanding of co-production, inclusion, peer support, recovery and wellbeing
 - Awareness of relevant legal, ethical and health and safety frameworks
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Additional Requirements

- Commitment to improving mental health and wellbeing outcomes
- Ability to engage effectively with clients and support their next steps
- Willingness to work flexibly
- Full UK driving licence and access to a vehicle

Desirable

- Knowledge of rural community challenges
- Relevant specialist skills or interests

Hours

25 hours per week

Annual Leave

28 days (pro rata)

Probationary Period

6 months

Notice Period

1 month

Expenses

Mileage allowance for occasional car use

About Open Mental Health (OMH)

Open Mental Health (OMH) is a Somerset-wide alliance of Voluntary, Community and Social Enterprise (VCSE) organisations, working in partnership with the NHS and Somerset Council.

Our shared ambition is to ensure that people experiencing mental health challenges receive the right support at the right time. We support individuals to live fulfilling lives by enabling access to a wide range of services, including:

- Specialist mental health support
- Housing, debt and employment advice
- Volunteering opportunities
- Community activities and physical exercise

Our model focuses on social and therapeutic, non-clinical interventions that are informed by clinical knowledge, experience and training.

Job Purpose

The Locality Co-ordinator plays a key role in supporting the delivery of Open Mental Health services across South Somerset.

Working closely with the Locality Lead, the post holder will provide high-quality administrative and project support to ensure effective service delivery. The role involves building strong relationships across the voluntary, statutory and community sectors, contributing to the development of the Open Mental Health offer, and supporting the smooth coordination of referrals, activities and partnerships and supporting the wider offer of Mental Health support in Somerset.

Key Responsibilities

Administrative and Operational Support

- Provide comprehensive administrative support to the Open Mental Health team at the Balsam Centre
- Manage referrals into the locality, including warmly contacting clients and allocating cases
- Maintain accurate and up-to-date client records using Charity Log (full training provided)
- Monitor and manage shared inboxes, recording and collating information as required
- Produce high-quality letters, presentations and documentation
- Compile monthly reports in line with MHSDS and Lead Accountable Body requirements

- Support diary management, file management and general coordination tasks

Meetings and Coordination

- Organise, coordinate and attend meetings, including MDT Interface, streaming and locality meetings
- Prepare and present relevant client information for discussion
- Take accurate minutes and maintain meeting records
- Support effective communication and coordination across the locality team

Project and Development Work

- Support the development of the Locality Offer and the wider OMH model
- Undertake project work, including research, drafting proposals and presenting information
- Assist with the administration of small grants funding where required
- Contribute to the development of new procedures and continuous improvement of ways of working
- Support the work of other mental health support mechanisms delivered by the Balsam Centre and our collaborative partners – i.e. Changes, Trainee Counselling service, North Star etc.

Partnership and Community Engagement

- Build and maintain effective working relationships with VCFSE organisations and partners
- Support collaboration with community groups and smaller charities
- Work alongside other Locality Co-ordinators to share learning and best practice
- Develop and sustain strong partnerships with NHS, Local Authority and other key stakeholders

Data, Reporting and Insight

- Gather data, case studies and local intelligence to support KPIs and reporting
- Map local resources, services and community assets
- Maintain and update a calendar of local activities and support services
- Produce reports and submit required data within agreed deadlines

Governance and Compliance

- Ensure all work complies with confidentiality, safeguarding and GDPR requirements

- Share information appropriately in line with agreed protocols

General Duties

- Participate in team and organisational meetings
- Support clients via telephone and video calls to assess needs and provide warm introductions to partner services
- Undertake any other duties required to support the aims of Open Mental Health and The Balsam Centre

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