**Social prescribing and PTS Project Officer**

**Home based with some work in the Northants area**

**£23,500**

**Job Description**

**Who you are and how you work**

You are passionate about social justice and can be bold and brave when needed

You are organised, able to juggle multiple projects without losing focus

You are self-aware, reflect on your practice and are committed to continually learning and adapting

You are great at what you do and people recognise that

You are confident and credible, with a high level of honesty and integrity

You are a great listener, communicator and relationship builder

You challenge constructively and are open to be challenged You value candid and honest conversations about racism and all forms of oppression, including where they are experienced within our team or organisation.

You are not afraid of letting go, having fun and being part of the team

Your personal values align to Mayday’s values.

**Your key roles and responsibilities**

Your role combines two main elements:

* Working with our two PTS Response coaches in East Northants as part of an outcomes-focused social prescribing contract, to take referrals, establish contact with individuals, connect them with others and local agencies, and manage the waiting list for one-to-one coaching, collecting outcomes information and liaising with partner agencies.
* Providing a range of administrative support to our wider PTS Response team of coaches, fielding enquiries, gathering and reporting on stakeholder feedback, sharing stories, and providing support for training and awareness-raising events on the PTS.

This means you will process referrals and have telephone and Zoom conversations with people who have been referred to our social prescribing project. You will use outcome measuring tools and the Theseus caseload management system. You will work closely with the two PTS Response coaches to use the strengths-based person-led principles of the PTS Response to provide early support, practical help and to enable people to make meaningful virtual or face to face connections with each other and with their community while on a waiting list for one-to-one coaching. You will support the connecting and community-building aspects of the coaches’ work.

You will play a key role in supporting the development of our Person-led, Strength-Based, Transitional (PTS) Response, working closely with Director of PTS and the Head of Culture and Creativity.

You will play a lead role in making sure we hear as many views as possible from people who have worked with a PTS Coach, planning and delivering a programme of feedback using phone calls, video and other ways to hear people’s experience and collate reports, working with our Head of Impact to analyse and use the information generated to improve our response.

You will provide administrative support, gathering and presenting information and writing documents.

You will act as the primary point of contact for all enquiries about the PTS Qualification, System Reflect sessions and other PTS related enquiries, including diary planning, invoicing and communications with stakeholders.

You will work with PTS Coaches and colleagues in our small Communications/Marketing team to support the collection and sharing of the qualitative narrative, learning and impact of the PTS Response.

Mayday’s values are that we are:

* PEOPLE-LED In everything we do, we are led by people going through tough times.
* STRENGTH-BASED We always look for people’s strengths and potential in our work, our recruitment and how we work together as a team.
* CHANGE MAKERS We are radical, creative and imagine a very different future, while always being willing to meet people where they are.
* KIND AND CURIOUS We are never afraid to challenge others and ourselves, but we do so with kindness and humility. We are curious and want to learn. We take risks, get things wrong and are open to change.
* RESILIENT We are brave; we persevere and we aim to build our own and others’ resilience. We keep our promises and we don’t give up on people when others write them off.
* INCLUSIVE We are committed to building the inclusiveness and diversity of our team and our work. We challenge oppression and build equality wherever we can.

**Your experience, skills and knowledge**

* The ability to communicate effectively with a diverse range of people whether face to face, via telephone, social media or written communications
* The ability to build relationships with people seeking support, practitioners in health and related services, and with managers in public services.
* Understanding of how to build community based activities, and a strong affinity for Mayday’s person-led and strengths-based values, with an understanding of how they can be applied to support and community building work, and curiosity to learn.
* Ability to market an offer within the charity and public service sectors.
* Experience of using a variety of computer packages including internal and external email, Internet access and databases, preferably in an Office365 environment. Ability to create and administer online surveys and experience using online meeting software including Teams and Zoom.
* Experience developing/writing reports and minute-taking in fast-paced meetings and events.
* Experience of general operational delivery and administrative duties associated with delivery of support to people.
* Experience of designing, implementing and supporting project plans to time and budget
* Ability to work at pace with competing demands, maintaining your attention to detail. Experience in gathering and collating relevant information for preparing reports
* Ability to canvass opinions and consult with stakeholders in developing projects.
* A strong commitment to promoting equity, diversity and inclusion in working practice and to tackling all forms of oppression and prejudice