**Job Description**

Senior Research & Intelligence Worker

# Responsible to: Operations Manager

# Accountable to: PCP Chief Executive & Board of Trustees

# Located: Home Working - Potential Outreach across County Durham

# Scale/Salary: PCP Band 6 £22,701

# Hours: Full Time - 37 hours per week

**Term:**  12 month fixed term contract

**Job Purpose**

* To support population-wide independent user engagement and gather intelligence across County Durham to help shape and develop effective services for local people.
* To lead and develop research with a specific focus on community mental health, wellbeing and resilience, COVID-19, physical health and other topics as appropriate.
* To effectively analyse research, providing detailed and evidence-base reports and support the overall development and continuous improvement of service and project delivery models.
* To develop and facilitate a Service User Local Advisory Group (LAG) as an effective mechanism to engage with local people to ensure their voices are heard when shaping community mental health services, specifically they COVID-19 Resilience team, but also overall Mental Health service transformation work.
* To efficiently lead a small team of research officers across a range of disciplines.
* To support business, project and service development.

**Job Description**

1. Effectively plan and lead a programme of research work across PCP including overseeing mental health, befriending and peer support research.
2. Undertake analysis of local, regional and national trends relevant to this role and the work of PCP, providing information to support decision-making as appropriate. Specifically work to understand the emerging needs of people who have been affected by COVID-19 and support service improvement and development based on findings.
3. Establish, co-ordinate, develop and report on a Local Advisory Group to help inform service delivery. Recruiting and supporting a minimum of 10 local volunteers to be active members of this group, developing all necessary documentation and ensuring the group works across the communities of County Durham and is as representative as possible.
4. Develop of impactful surveys, evaluation and data collection methods and systems to support data analysis.
5. Ensure annual KPI’s in relation to engagement, case studies, reports and other milestones are achieved.
6. Interpret data, identifying themes, trends and writing comprehensive evidence-based reports for a range of audiences.
7. Carry out mapping exercises to identify appropriate delivery models/practices for service to best meet the needs of people in County Durham.
8. Research best practice for delivery and to review, compare and analyse current delivery within County Durham against best practice guidelines.
9. Facilitate consultation, engagement and co-production with local health and social care commissioners and providers, service users and carers and other stakeholders as appropriate at local level to ascertain current and future needs for community-based support.
10. Develop relationships with relevant key stakeholders who can positively support the promotion of PCP’s work through a range of mechanisms.
11. Support all PCP mission/aims and values by maximising opportunities for engagement, reach and impact.
12. Contribute to effective governance arrangements of PCP, through the provision of support to the Executive Leadership Team, Project Teams and partnerships.
13. Attend and participate in a range of relevant networks, forums and partnerships to further the objectives of PCP.
14. Manage the collection of quantitative and qualitative data from a wide variety of contexts. Providing a timely summary and analysis function to inform PCP engagement strategy, internal and external monitoring requirements.
15. Develop innovative and creative ways in engaging the communities we support.
16. Produce information as required for publications and other communications channels including newsletters, e-bulletin social media and website.

**General**

1. To be a positive role model for and to operate within the policies and procedures of PCP.
2. To effectively demonstrate and carry out line management role in line with the organisation's core values.
3. To be responsible for the collation of appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
4. To liaise with relevant teams to ensure that opportunities are maximised for service users/clients.
5. To adhere with financial processes and procedures and ensure that all resources purchased are within the allocated cost code budget(s).
6. To work to develop and apply appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.
7. To ensure quality standards are developed and maintained.
8. To recruit and support volunteers as required.
9. To comply with PCP policy & procedures.
10. To monitor and maintain health and safety and security within the workplace in line with PCP policies.
11. To undertake any training and development deemed appropriate.
12. To undertake any other such duties required by your Line Manager or the Chief Executive.

**May 2021**