



Community Engagement Officer (Open Mental Health)

At a glance

Salary: £29,271 (FTE), £17,562 (actual)

Hours: 21 hours per week

Location: Hybrid, Occasional office based in Taunton and home working

Contract length: Initial 1 year contract

Holiday: 25 days per year plus bank holidays (pro rata)

Reports to: Somerset Diverse Communities Programme Manager

Job Description

You will be part of the Somerset Diverse Communities team and work closely with the Somerset Diverse Communities Manager, the Diversity & Inclusion Officer (Open Mental Health) and with other members of the team, partner organisations and wider stakeholders to ensure that your work delivers our strategic goals.

You will contribute to the design and coordination and lead community engagement across the Open Mental Health alliance. You will ensure that the voices of partners, communities, and people with lived experience are meaningfully included informing strategy, services, and communications. The purpose of the engagement is to improve access to the services. Stakeholder engagement supports and strengthens Equity,

Diversity, Inclusion & Belonging (EDIB) by increasing access, improving participation, and amplifying underrepresented voices.

You'll be helping us:

Thrive Together

- Ensuring engagement activity is structured, inclusive, and aligned with alliance priorities.
- Working with Experts by Experience to embed their insights in engagement activity and decision-making processes.
- Developing structured processes to track engagement activities and ensure follow through by alliance partners.
- Providing regular reports highlighting progress, challenges, and impact.
- Monitoring satisfaction levels with engagement processes and adapt practice in response to feedback.

Build Connections

- Building and maintaining strong relationships with alliance partners, community organisations, statutory services, and lived experience leaders.
- Acting as the first point of contact for engagement enquiries and ensure clear, accessible communication with stakeholders.
- Ensuring engagement approaches reflect EDI principles, supporting inclusion and accessibility.
- Working collaboratively with EDIB, Trauma Informed and Coproduction leads within the OMH partnership

Enable Change

- Ensuring engagement activity is tracked, evaluated, and feeds back into service improvement and strategic decision making.

- Designing and facilitating workshops, consultations, and events that gather meaningful stakeholder insight.
- Capturing and reporting stakeholder feedback
- Working in line with Thrive's policies and procedures
- Contributing to fundraising initiatives, advocacy and campaigns, and represent Thrive externally

Education, qualifications and training:

- 5 GCSE's or equivalent, to include English and Maths (essential)
- Relevant degree or equivalent experience (desirable)

Knowledge, Experience and Skills:

Essential:

- Experience of delivering a programme of work with multiple activity streams and high-quality outputs.
- Demonstrable experience in community engagement.
- Experience of working as part of a wider team, and ability to develop strong relationships with colleagues to deliver change internally and externally.
- Strong relationship building skills, with the ability to work across statutory, VCFSE, and community partners.
- Excellent facilitation, verbal and written communication skills, able to adapt for different audiences and formats, including experience of communicating with people from diverse backgrounds and organisations and presenting complex information in a concise and easily understandable way.
- Experience in designing, delivering, and evaluating engagement activities.
- Proven ability to gather, analyse, and present information in accessible and actionable ways.
- Excellent IT skills.
- Understanding of how stakeholder engagement supports inclusion, accessibility, and wider organisational strategy.

Desirable:

- Knowledge of health and social care systems and the VCFSE sector.
- Experience working with people with lived experience of mental health challenges or marginalisation.
- Familiarity with contract reporting, key performance indicators and monitoring frameworks.
- Ability to use digital tools for engagement, mapping, and reporting.
- Awareness of trauma-informed approaches and co-production principles.

Skills & Personal qualities

Essential:

- High level of emotional intelligence and sensitivity.
- Non-judgmental, compassionate and kind.
- Lateral thinker, who can provide creative solutions.
- Thorough with attention to detail and able to deliver high quality outputs.
- Good time management skills, with the ability to prioritise and meet deadlines.
- Problem solver, pragmatic and resilient, comfortable making decisions and using own judgement but also willing to work with colleagues and seek shared solutions.
- Flexible and adaptable.
- Willingness and enthusiasm to commit to own personal development, participate in training and acquire new skills.

Other

Essential:

- Access to a reliable broadband connection.
- Full current driving license.
- Access to a reliable car insured for business purposes.

- Enhanced DBS check will be conducted.
- Suitable home working environment.