



Mental Health Reform

Promoting Improved Mental Health Services

COMMUNICATIONS & INFORMATION EXECUTIVE

JOB DESCRIPTION & PERSON SPECIFICATION

Position Title: Communications & Information Executive

Reports to: Director

Mental Health Reform is the national coalition driving reform of Ireland's mental health services and social inclusion of people with mental health difficulties. Our vision is of an Ireland where people with mental health difficulties can recover their wellbeing and live a full life in the community. With more than 50 member organisations and 10,000 individual supporters, MHR provides a coordinated voice to Government, its agencies, the Oireachtas and the general public on mental health issues.

POSITION SUMMARY

The opportunity has arisen for a passionate and enthusiastic individual to join Mental Health Reform's small team as Communications & Information Executive. The Communications & Information Executive will be the key first point of contact for the organization, and will have responsibility for supporting internal functions within Mental Health Reform.

Working closely with the Director, Communication & Campaigns Officer and Policy & Research Officer, the Communications & Information Executive will support the overall activities of the organization by communicating directly with stakeholders and providing information processing and administrative support in order to maximize efficiency and maintain good governance.

MAIN RESPONSIBILITIES

1. Communications

- Providing the first response to enquirers, deciding on appropriate responses in keeping with MHR's policies and positions and referring as necessary
- Providing basic information to enquirers about Mental Health Reform, its activities, and mental health services and related supports
- Providing administration and communications support to the Director, Mental Health Reform team and members of the Board for events and major donor fundraising
- Liaising with project partners on programmes

2. Information management

- Taking responsibility for the design, development and maintenance of MHR's information and administrative systems

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- Preparing monitoring reports for grant funders
- Researching grant opportunities and maintaining a database and calendar of grants
- Maintaining the members' register and processing new memberships
- Ensuring that good records of donations are maintained and all donations are promptly acknowledged
- Maintaining an efficient electronic and hardcopy filing system for MHR
- Developing and maintaining MHR's library of information materials

3. Administration

- Overseeing ICT systems, maintaining office and ICT equipment and software and liaising with suppliers to maintain systems and improve efficiency
- Maintaining MHR's human resources recordkeeping and organizing the administration of recruitment
- Processing Company Registration Office and other regulatory filings
- Organising meetings and taking minutes
- Maintaining procedures manuals
- Processing accounting records in accordance with Mental Health Reform's accounts procedures
- Providing support to the team for individual and community activities and events

4. Organisation

- To work within the framework of the overall objectives and the policies and practices of MHR
- To contribute to the promotion of equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice in all aspects of work
- To update MHR's contacts database
- To carry out other administrative duties as required
- To participate in Mental Health Reform's performance management system and engage in supervision sessions on a regular basis with the Director
- To supervise interns or volunteers as required
- To participate in relevant training and development courses as agreed with the Director
- To undertake such other duties as might be reasonably assigned from time to time in consultation with the Director
- To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of the Director or Health & Safety Representative

PERSON SPECIFICATION

Essential qualifications, skills and experience:

- Third-level qualification or equivalent in business, marketing, communications, social science or other relevant field
- Proficiency in all Microsoft Office software packages
- Excellent organizational and administration skills including a proven ability to work to deadlines
- Fluent speaker and writer of English
- Strong customer orientation with excellent verbal, written and presentation communication skills
- Ability to work with initiative and take responsibility for a functional role within a small team
- Ability to work within a busy environment

Attitude:

- Commitment to the vision, mission and values of Mental Health Reform
- A can-do attitude with a focus on continuous improvement within area of work

Desirable experience:

- Experience of information management
- Experience in customer service
- Experience within the not-for-profit sector

TERMS

This is a full-time position.

This is a fixed term, 12-month contract position subject to funding and completion of a probationary period. Salary will be circa €25,000 and commensurate with experience.

Hours of Work: 37.5 hours per week

Annual Leave: 24 days

Mental Health Reform is an equal opportunities employer