



Mental Health Reform

Promoting Improved Mental Health Services

COMMUNICATIONS & INFORMATION EXECUTIVE

JOB DESCRIPTION & PERSON SPECIFICATION

Position Title: Communications & Information Executive

Reports to: Operations Manager

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 organisation, and will have responsibility for supporting internal functions within Mental Health Reform.

Working closely with the Operations Manager and the rest of the staff team, the Communications & Information Executive will support the overall activities of the organisation by communicating directly with stakeholders to nurture positive relationships 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 for events, major donor and individual fundraising
- Liaising with project partners on programmes

2. Information management

- Maintaining and implementing MHR's information and administrative systems
- 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
- Recording and acknowledging donations
- Maintaining an efficient electronic and hardcopy filing system for MHR
- Developing and maintaining MHR's library of information materials

3. Administration

- Maintaining office and ICT equipment and software and liaising with suppliers to maintain systems and improve efficiency
- Assisting in maintaining MHR's human resources recordkeeping and recruitment
- Processing Company Registration Office and other regulatory filings
- Organising meetings and taking minutes
- 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 and Operations Manager
- 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 Microsoft Word, Excel and Powerpoint
- Excellent organisational and administration skills including a proven ability to work to deadlines and attention to detail
- Fluent speaker and writer of English
- Strong customer orientation with excellent verbal, written and presentation communication skills
- Ability to work with initiative
- Ability to work within a busy environment

Attitude:

- Commitment to the vision, mission and values of Mental Health Reform

Mental Health Reform
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Job Description & Person Specification

- 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, fixed term, one-year contract position subject to funding and completion of a probationary period.

Hours of work: 37 hours per week

Annual Leave: 24 days

Employer pension contribution: 5% after completion of probationary period

Mental Health Reform is an equal opportunities employer