



JOB OPPORTUNITY- Outreach and Engagement Manager

Job Title – Outreach and Engagement Manager, James' Place Charity

Salary - c. £25,000-£28,000 per annum, pro rata (plus London weighting)

Hours –5 days per week, fixed-term one year contract (with a possibility to extend); some flexibility may be possible.

Location - London (the role will be based in our London therapy centre with some home working and local travel required)

The Opportunity

We are seeking to recruit an Outreach and Engagement Manager, joining us at a pivotal time in our mission to save lives by preventing suicide and ensuring that no man should have to face a suicidal crisis alone.

The Charity

In 2018 James' Place opened the UK's first non-clinical centre for men experiencing suicidal crisis in Liverpool. Since then, we have already supported more than 400 men experiencing suicidal crisis. We believe that every suicide is preventable and that those who are experiencing suicidal thoughts need to be in a space where they feel safe, valued, nurtured, and respected.

Building on our success in Liverpool, we will open our new London centre in the coming months, expanding the virtual service we are already providing in East London.

Our Values

- Having empathy
- Working in a non-judgemental way
- Showing compassion
- Being nurturing
- Showing respect

The Purpose

The successful candidate will work closely with the senior management team and the London centre team to expand our life-saving work as well as helping us reach key target audiences in London and beyond. The role will be critical for expanding our clinical reach and raising our profile amongst key stakeholders.

The Outreach and Engagement Manager will be expected to lead on the James' Place student outreach project, working initially with three partner universities to build referral pathways and manage the ongoing partnerships.

The postholder will also be leading on social media and digital engagement to raise awareness of our work with referrers, community partners and potential clients, as well as supporters and friends of the charity. The role will be an integral part of the overall expansion of the London Centre increasing our effectiveness in reaching out to new groups.

Our work with research and evaluation partners is fundamental to ensuring the success of our approach. The Outreach and Engagement Manager will work with our research partners to measure and evaluate the impact of our work.

Person Specification

You will be a key project leader working alongside a dynamic, innovative, and professional team. You will work closely with the London centre team, the Senior Management Team and others working on the student outreach project, communications, and fundraising.

The role requires an exceptional candidate with a proven track record in both project management and the use of digital and social media platforms to communicate on behalf of an organisation. Key to the role is an ability to understand the groups that we are targeting and to work successfully with the James' Place team and our partners to ensure the widening of access to our service.

The role will be based in London and requires a willingness to travel to partner universities and other organisations supporting our outreach (depending on COVID-19 restrictions). We are looking for someone who is comfortable working alone and, in a team, who has excellent verbal and written communication and people management skills, and who can work hands on in a fast-paced and potentially challenging environment.

Most of all, we want to find someone with a strong interest in suicide prevention who shares our vision for the vital work we do and is ready to join us in making that vision a reality. Whilst experience in similar roles, particularly in health and social care settings, is desirable, we are open to considering candidates who would like to join us from a range of backgrounds and career paths.

You will have the necessary IT and administrative skills to carry out the role, and the ability to engage and share in the James' Place values is essential.

Key Responsibilities

- Lead on the development and delivery of a specialist support service for male university students to operate initially out of our new James' Place London centre.
- Build and maintain close partnerships with relevant student groups and universities.

- Take responsibility for overall management of the student outreach project including working closely with the two project dedicated therapists, alongside appropriate senior management support and supervision.
- Manage the project budget.
- Work with our head of fundraising to nurture current relationships and support the building of new ones.
- Work on the development of partnerships for outreach, targeted pathway development and fundraising.
- Take a key role in developing referral pathways and working with partners in the NHS and key voluntary organisations.
- Help to develop a network of community and voluntary sector groups who share our values and could help with the delivery of our mission.
- Develop our corporate training product with the aim of developing a pipeline of potential clients.
- Use social and digital media platforms to communicate with our key audiences and deliver important messaging about our work.
- Support on the development of fundraising partnerships with corporate supporters and grant makers.
- Work with our evaluation project team to measure and evaluate the impact of the project on an ongoing basis.

Qualifications/Knowledge/Experience

Essential

- Proven track record in project management work with experience in the charity sector, or with demonstrable transferrable experience from another sector, covering the development, planning, and delivery of day-to-day project management.
- Skilled and experienced in the use of digital and social media platforms in the context of a small/start-up organisation.
- First class communication skills (written & verbal) and ability to work with senior colleagues and stakeholders.
- Excellent interpersonal skills with the ability to manage challenging situations and conversations.
- Experience of communicating on behalf of an organisation through a range of channels.
- Excellent IT and administrative skills.
- Knowledge and experience of carefully targeted outreach programmes using innovative and proactive methods.
- Proven track record of evaluating and reporting against detailed objectives.
- Able to prioritise workload (self and others), manage time effectively and meet deadlines.
- Self-motivated, decisive, and collaborative.
- Promotes people's equality, diversity, and rights.
- Knowledge and understanding of Safeguarding Procedures.
- Knowledge of Service Governance and Evaluation.

Desirable

- Experience of communications, business development or fundraising roles.
- Experience in a clinical / therapeutic environment.

HOW TO APPLY

- To apply for this position, please send a CV and short covering letter (no more than 2 sides), ensuring that your application fully addresses the appointment criteria in the person specification. Please send applications to london@jamesplace.org.uk