

Title	National Programme Coordinator	Department	National
Reports To :	Chief Executive Officer (CEO)	Location	Varied, but based out of Swords office (for travel expenses)
Contract Type :	Fixed Term – 3 Years		

Role and Context	Need to Do – Key Performance Indicators	Role Capabilities	Competencies
<p><b>Purpose</b></p> <p>The purpose of the role is to ensure the GROW programme is adhered to, delivered effectively, ensuring quality and consistency, in keeping with GROW’s ethos and culture. To develop programmes as required and in line with external markets. To ensure that those staff and volunteers delivering the programme are fully trained and to develop the skill set of this team to build organisational capacity and meet strategic initiatives.</p> <p><b>Context</b></p> <p>The GROW strategy is formed around 5 initiatives and the role of the National Programme Coordinator is to fulfil their role with reference to these. These initiatives will change as the strategy develops and with it the context of this role.</p> <ol style="list-style-type: none"> <li>1. Services – providing quality cost effective peer support groups for members and information and education to the public</li> <li>2. Organisational Capacity -Build and strengthen GROW’s organisational capacity</li> <li>3. Collaboration- Foster robust relationships with all stakeholders</li> <li>4. Governance and Regulation- continue to strengthen governance and reputation of GROW ensuring compliance with relevant statutory and regulatory bodies</li> </ol>	<p><b>Programme Analysis, Development, Design, Delivery and Evaluation</b></p> <p>To analyse the training needs and identify short, medium and long term plans for the organisation</p> <p>To review, develop and maintain the GROW’s prevention and recovery programme, with the support of the Programme Team, which is chaired by NPC.</p> <p>To develop other programmes as required by the organisation.</p> <p>To assist in the design of performance objectives and evaluation criteria and measure the effectiveness of each programme in collaboration with the monitoring and evaluation coordinator, providing recommendations for improvement</p> <p>To plan and deliver, in collaboration with the national training co-ordinator, learning and development programmes which build organisational capacity, to include but not exclusive to staff and volunteer inductions, GROW training to area coordinators, organisers and recorder and support staff and others....</p> <p>To develop and implement appropriate e-learning and non-digital material and enhance availability and capacity throughout the organisation.</p>	<p><b>Qualifications</b></p> <p>Knowledge of the GROW programme essential</p> <p>Graduate desirable</p> <p>Membership of IITD or equivalent desirable</p> <p>Knowledge of Community and Mental Health Movement in Ireland is desirable</p> <p><b>Experience</b></p> <p>Minimum of 5 years’ relevant experience. Previous multi location experience is desirable</p> <p>Knowledge of the national arena of mental health support is desirable.</p> <p>Interface at multiples levels of organisation and with external stakeholders is essential</p> <p>Full clean driving licence and own car is essential</p> <p>Learning and Development programme development, delivery and management experience. It is desirable that this experience is gained in a statutory, community or voluntary arena</p> <p>Experience of working in an inter-agency environment</p> <p><b>Skills</b></p> <p>Advanced computer skills</p> <p>Excellent written and oral communication skills</p> <p>Excellent interpersonal and networking skills</p> <p>Flexibility and resilient character</p> <p>Motivated self-starter</p> <p>Ability to work with multiple, often conflicting Priorities.</p>	<p>Relationship Management- Develops relationships based on mutual respect and professionalism. Seeks win win outcomes for others. Offers and asks for help when needed. Keeps promises to internal and external personnel.</p> <p>Results orientation – Delivers against agreed objectives and in line with defines plans and deadlines. Ensures key priorities are given time and attention. Uses agreed process to get the job done in the right way. Shows attention to detail.</p> <p>Financial and Organisationally Aware – Numerate. Reviews own activities to ensure cost effectiveness. Keeps up to date with developments and new innovations.</p> <p>Impact and Influence – Communicates effectively and is a good listener. Keeps an open mind when listening to the view of others. Makes confident contributions to all situations.</p> <p>Working With Others – to reflect GROW’s people interaction principles. Works effectively and collaboratively as part of a team. Shares ideas and information with the team. Responds helpfully and courteously to requests for information and help.</p> <p>Leadership – Takes responsibility when needed. Acts with initiative. Demonstrates energy and enthusiasm. Seeks opportunities to develop self.</p>

	To promote open knowledge sharing environment, building knowledge and capacity throughout the organisation		
--	--	--	--

<p>5. Funding and strategy – To source, fundraise and effectively manage our financial resources to fund the activities of the organisation.</p> <p>The National Programme Team supports the qualitative delivery and development of the GROW programme and the NPC is the de facto chairperson of this team. There is currently one direct report – National Training coordinator and the national programme coordinator will manage this role in line with organisational staff interaction principles.</p> <p><b>Relationships</b></p> <p>It is an essential part of this role that the relationship between the NPC, CEO, Regional Management and Area Coordinators is directed towards the main GROW objective of enabling those in need to benefit from the GROW programme and method in the field of prevention and rehabilitation in community mental health. To this end, it is important to foster a collaborative environment.</p> <p><b>Essential Relationships</b></p> <p>The CEO The Executive Board National Programme Team National Training Coordinator Regional Managers Communications and Marketing Manager Monitoring and Evaluation Coordinator Other Departments to include HR, Finance Area Coordinators &amp; GROW members (including Organisers &amp; Recorders)</p> <p>External synergistic organisations Digital L and D suppliers and training bodies The Recovery College Network New GROW Group Opportunities Statutory Organisations Non-Governmental Organisations Community and Voluntary Sector Agencies</p> <p><b>Other</b></p>	<p><b>Public Relations and Networking</b></p> <p>To work with the CEO, Communications and Marketing to build networks and increase community awareness.</p> <p>To develop and maintain effective outreach programmes that link into the community and develop material for delivery by the organisation in raising community awareness</p> <p><b>Research</b></p> <p>To research changing community and demographic trends and identify areas of growth in conjunction with the monitoring and evaluation coordinator</p> <p>Research innovations in design and delivery of material in line with an evolving climate.</p> <p><b>Quality Assurance</b></p> <p>To ensure programme standards and promote continuous quality improvement for GROW’s prevention and recovery programme and other educational experiences in line with requirements of PQASSO and in cooperation with regional staff and volunteers.</p> <p>To evaluate programme goals, objectives and outcomes, introducing improvements as required.</p> <p><b>Reporting</b></p> <p>To report against agreed targets as required.</p> <p>To analyse group quality at regional level annually and submit reports, including recommendations, to board via CEO.</p> <p><b>Employee Leadership</b></p> <p>To lead the team in line with the organisation’s staff interaction principles</p>	<p><b>KPI’s</b></p> <p><b>Quality Improvement</b></p> <p>Conduct focus group interviews to measure effectiveness of GROW programme of long term users of GROW’s recovery programme.</p> <p>Develop a recovery outcome measurement system for members</p> <p>Review and improve educational wellbeing programmes and develop outcome measurements</p> <p>Deliver Organiser and Recorder and Leadership training days in each region in line with regional management targets</p> <p>Continue to provide input and set agenda for regional and national weekends</p> <p>Identify and develop new audiences: for example but not limited to, carers, relative groups, traveller groups, homeless groups, acute unit inpatients</p> <p><b>Organisational Capacity</b></p> <p>Provide Organiser, Recorder and Leadership training to GROW members annually</p> <p>Up-skill and train staff appropriately for their specific role within the organisation</p> <p>Develop and deliver appropriate training to regional teams to support their work, encouraging more GROW members and ex members to take regional team roles</p> <p>Provide training to Area coordinators on new Leadership course.</p> <p>Train mentors to support the role of the leadership course within regions</p>	<p>Planning and Organising – Prioritises workload effectively. Plans in activities to meet the Needs of others. Is thorough and pays attention to detail. Proactively plans use of time to minimise reactivity. Maintains a work life balance</p> <p>Resilience- Accomplishes set goals. Demonstrates a constructive approach when faced with obstacles. Committed to delivering the tasks required. Is resourceful and self-motivated.</p> <p>Analysis and decision making – Makes appropriate decisions. Speaks confidently and coherently. Is able to analyse problems and propose suitable solutions. Is open to new ways of doing things. Able to identify opportunities in situations and evaluate the best course of action.</p> <p>Development Orientation – Seeks to continuously improve outputs for the benefit of GROW. Actively drives own development. Learns from experience. Has a curiosity to explore beyond one’s own boundaries</p>
---	---	---	---

<p>The principle duties and responsibilities are subject to review and amendment in light of changing circumstances and may include other duties and responsibilities as may be determined from time to time</p>		<p>Review and update roles and responsibilities between regional teams and staff.</p> <p>Utilise technology to improve efficiency within the organisation through the following development of databases, information hubs, use of technology to conduct meetings where possible, contact management and centralise calendars.</p> <p>Identify potential human resource gaps.</p> <p><b>Collaboration</b></p> <p>Develop and/or participate in regional or national stigma reduction programmes and activities</p> <p>Promote in all activities positive image of mental health and opportunity of recovery. Influence positive change at Governmental and Health service executive level in the provision of appropriate services to promote and aid recovery through mental health reform.</p> <p>Promote the development of Best Practice in statutory and voluntary sector services through engagement with the following initiatives</p> <ul style="list-style-type: none"> <li>• ARI- advanced Recover in Ireland</li> <li>• Recovery college</li> <li>• See change</li> <li>• HSE Peer support Workers</li> <li>• HSE Service User and families</li> <li>• Members and Carers</li> <li>• Engagement Forums</li> </ul> <p>Respond to government policy and service initiatives which directly or indirectly influence all those affected by mental ill health and interested in prevention.</p> <p>Foster a partnership approach with other likeminded organisations</p>	
--	--	--	--

		<p>Develop connections with GROW international, GROW in Northern Ireland, Australia, New Zealand and America.</p> <p>Promote the work of GROW through collaboration with other organisations</p> <p><b>Governance and Regulation</b></p> <p>Quality – continue to deliver an effective Recovery Programme measured against effective outcomes and enhance group quality and effectiveness</p> <p>Organisation –</p> <ul style="list-style-type: none"> <li>• Ensure the highest standards of organisational governance is maintained throughout</li> <li>• Introduce succession planning for Board, Regional Teams and key personnel</li> <li>• Ensure compliance with all statutory regulations</li> <li>• Maintain and review codes of governance, ICTR, SORP</li> <li>• Maintain and further enhance PQASSO Quality mark</li> <li>• Monitor, review and develop organisational rules, policies and procedures</li> <li>• Develop stronger relationships between National and Regional teams ensuring governance structure is robust</li> <li>• Monitor and update where necessary compliance with employment, health and safety and other legislation applicable</li> <li>• Manage Health and Safety in the workplace effectively by implementing adequate preventative and protective measures , supported by training</li> </ul>	
--	--	---	--