

Role	Digital Services Regional Area Lead
Reporting to	Head of National Programs
About Grow	Grow has a vision of ensuring growth, recovery, optimism, and wellbeing is possible for everyone. Grow Mental Health (Grow) is a community of people drawn together by our first-hand experience of mental health challenges. With over 60 years' experience supporting people in personal growth and recovery, we provide a space where people can tell their story in a confidential and friendly setting. Using a world-renowned, evidence-based program, our members meet weekly, establish friendships, and begin their unique journey towards mental wellbeing. Funded by the HSE and fundraising activity, Grow operates through a national network of peer support groups that encourage positive action through shared wisdom and practical guidance. Meetings are weekly, are confidential, open to all individuals over 18, no referral is needed. Employees work directly and indirectly with Grow groups and members of the public. The main types of direct work are encouragement of the peer support process which includes group member empowerment, connecting to resources, experiential sharing, building community, relationship building, group empowerment, skills building, mentoring, goal setting, self-esteem building and socialisation. The main types of indirect work are group planning and development, administration, awareness raising, fundraising, team communication, supervision, training, providing support, education, information gathering, and verification. Whatever the role, Grow expects its employees to be familiar with the essence of the Grow community, that each individual is a unique and valuable person with potential to Grow. Grow employees are highly valued members of the Grow community, contributing their knowledge and skills and growing in expertise in their role.
About the Role	The purpose of the role is to work directly with the Head of Support Services and other members of the national support team to ensure and lead the Digital Services workplan driven by the organisation's strategic plan and objectives.
Guidance and authority	The job holder will report to the Head of National Programs and is expected to operate with autonomy. They will also be directed by the work of any Digital Services working Group and attend those meetings. The Head of National Programs will be responsible for agreeing the priorities for this role in consultation with you. The nature of matters referred upwards include those; – where significant resistance is experienced in the development of good practice and implementation of policy or strategic objectives – where practice or proposed practice places stakeholders in a position of risk – where the decision will have a significant impact on the workload of others

Key responsibilities	Online Peer Support Services • Oversee the day-to-day management of our new online peer support groups. • Ensure the implementation of appropriate safeguards within our online services • Technical support to Grow staff and members in the provision of digital supports through the online platforms. • Ensuring our tools and processes are fit for purpose, capturing appropriate data around membership demographics. • To ensure the implementation of appropriate safeguards within our online services Managing and Supporting People • To manage the team to include recruitment, induction and so on in line with human resources • To manage and support the people reporting to you • To develop a high performing team • To set the direction for the team in line with the strategic and localised plan • To lead and motivate direct reports to advance employee engagement, resolving differences and ensuring cohesion among members. To lead by example and in line with the organisation's staff interaction principles • To provide advice and support on group work in conjunction with the HNP and support the resolution of group or interpersonal conflict • To support team members in handling challenging situations that may arise in groups e.g. a member presenting with suicidal thoughts • To plan, organise and deliver on team communication and training including weekly team meetings • To plan, organise and deliver on one-to-one communication, review and training suing clear review • To work with own teams to deliver on the delivery of Groups, Education programmes, Regional and National weekends • To ensure the health, safety and welfare of your teams • Providing cover where required and supporting the on-call support system in line with the On Call roster • Managing and supporting volunteers in your department e.g CE placements or support volunteer Operations and Project Management • To develop the Organiser and Recorder Structure for online groups • To develop membership engagement with 12 step work by finding meaningful ways for this to take place • To liaise with communications to ensure the effective signposting, accessibility and integration of digital services • To oversee the day-to-day management of our online peer support groups. • To ensure the data collection and analysis of service user engagement (from point of contact to engagement with services and feedback mechanisms) to inform future development and respond to needs identified • To ensure tools and processes are fit for purpose; capturing appropriate data around membership demographics and inputting this onto our Salesforce database. • To provide technical support to Grow staff and members in the provision of digital supports through the online platforms.
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- To maintain the relevant website information and develop new information for the website as required
- To work with Regional Managers ensuring resources are available to meet demand

Monitoring & Evaluation

- Management of online registrations from point of contact, follow up contact to service engagement.
- To manage the MS Forms – Working with Monitoring and Evaluation to ensure that the reports required by the HNP are completed on time

Relationship Building

- Working with Communications to ensure effective signposting and integration of digital services
- Working with Monitoring & Evaluation Officer to ensure that data on online Grow groups is kept up to date and compliant with data protection legislation. Existing recording of information is not done completely through sales force and uses other software e.g a list of new online groups in an excel spreadsheet in Microsoft teams, a survey to all people who made an enquiry to the website after six weeks using survey software and is managed by communications. Working with Regional Managers ensuring resources are available to meet demand
- Build and maintain relationships with National Program Co-Ordinator and across all areas of the organisation to ensure the needs of our members are reflected consistently throughout our digital footprint
- To present on areas of the business to colleagues and external personnel.

Reporting

- To develop reports measuring outcomes and impact of services in line with Grow requirements and HSE Agreements
- To work with the Monitoring & Evaluation Officer to update and maintain accurate information on the Salesforce database, ensuring that all records are maintained, and data protection laws are fully complied with.
- To Evaluate of service through member engagement, building relationships with volunteers working across our digital platforms
- To utilise this information to develop and inform strategy

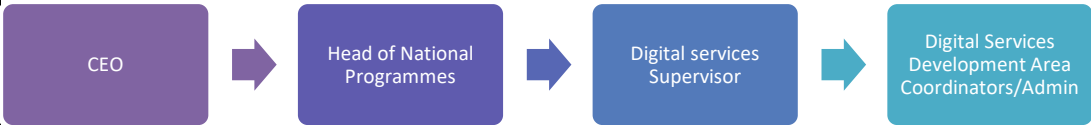
Compliance

- Work with the GCRO to ensure that the correct policy and procedure is in place relevant to this activity and that it is communicated and implemented throughout Grow

Quality Assurance

- To ensure online Grow Groups process standards are maintained and promote continuous quality improvement and compliance within Grow.
- To complete administrative tasks in a timely and professional manner and to work with the national team to ensure adherence to legislation and protect the reputation of Grow.

	Risk Management • Work with the GCRO to review and develop current risk management documents and structures to ensure effectiveness. Project Management • To address change, as and when required, in a positive attitude and manage new projects as they arise Finance and Budgeting • In conjunction with your line manager control the costs of projects and operate in a cost-efficient manner • To support all fundraising initiatives and to encourage and promote Grow member participation
Other information	In addition to the duties and responsibilities listed above, the role holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such requirement/change. At Grow, we are committed to our mission to create new hope and meaning by empowering people to develop their own positive mental health and it is will be responsible for agreeing the priorities for this role in consultation with you. The nature of matters referred upwards include those; – where significant resistance is experienced in the development of good practice and implementation of policy or strategic objectives – where practice or proposed practice places stakeholders in a position of risk – where the decision will have a significant impact on the workload of others

About You	– Knowledge of Community and General Mental Health in Ireland is desirable – Excellent relationship building and people management skills – Excellent written and oral communication skills – Excellent interpersonal and networking skills – A flexible and resilient character – Motivated self-starter – Ability to work with often conflicting priorities and on one's own initiative – Organising and Planning – Excellent IT skills
Terms	– €TBA – Holidays – 20 days per annum or 25 after 5 years' service (pro rata for part time – Can join the Grow Mental Health Contributory Pension Scheme – Bike to Work/EAP/
Org chart	 <pre> graph LR CEO[CEO] --> HNP[Head of National Programmes] HNP --> DSS[Digital services Supervisor] DSS --> DSDA[Digital Services Development Area Coordinators/Admin] </pre>

The information contained in this job description is a true and accurate reflection of the job at the date specified.

Signed

Date