

JOB DESCRIPTION

Job Title:	Project Administrator (CAPSA)
Reports to:	CAPSA Service Manager
Manages:	N/A
Salary:	£30,000 (pro rata)
Geographic focus:	Lambeth
Duration:	Fixed term contract for 12 months
Hours of Work:	18.5 hours per week
Location:	Lambeth
Benefits:	26 days annual leave plus bank holidays (pro rata), pension contribution

About Black Thrive

We exist to change the odds stacked against Black people by embedding race equity into systemic change so that thriving is not the exception but the norm.

[Black Thrive Global](#) evolved from the work of the [Black Thrive Lambeth](#) Partnership, which was established in 2016 to address the inequalities that negatively impact the mental health and wellbeing of Black people in Lambeth. Black people's cumulative exposure to negative experiences and poor outcomes are not unique to Lambeth and Black Thrive Global was founded in 2020 to address the detrimental outcomes for Black people of African and Caribbean descent wherever they may be located.

Our work covers all life stages – children and young people, working age adults and older adults. Our guiding principle is to centre the lived experiences of Black communities in all that we do and our strategic priorities are to embed race equity in systems change and to decolonise the evidence landscape.

Black Thrive Lambeth values

1. We work together with service users, their support networks, and whole populations, engaging meaningfully with Black communities to realise their potential
2. Our core business is improving mental health outcomes for Black people, taking accountability to ensure that this is embedded in the work of our partners.

3. We use data to identify priorities for development and growth in community and cross-sector actions in relation to Black mental health service delivery.
4. We work to influence changes to the wider national and regional conditions that hold Black mental health inequality in place.

Job summary

Black Thrive Lambeth has developed a new co-designed culturally appropriate peer support advocacy service (CAPSA) on behalf of the Living Well Network Alliance (LWNA). The aim is to provide support to members of the Black community who have mental health needs through peer support and advocacy. The service will be led by people using their own lived experiences of mental health issues to help each other, providing a space where individuals feel respected, accepted and understood. They will understand that everyone's experience will be unique but will treat everyone's experience as being equally important.

CAPSA peer support values

The CAPSA values are based on the following principles of engaging and empowering black communities to embrace and acknowledge their potential:

- Humanity - Embracing diversity and the importance of all our communities – ensuring an anti-racist and anti-oppressive approach.
- Empathy – Providing a safe and trusting environment, welcoming lived experience and being non-judgmental.
- Healing – Acknowledging the hurts of the past and embracing a positive future.
- Respect – Listening to individuals - taking an approach that builds on strengths, is empowering and recovery focused.
- Togetherness – Developing mutual two-way relationships, that redresses the power imbalance, resisting a them and us approach.

Purpose of the role

The main purpose of this role is to support Black Thrive's CAPSA strand of work, which is key to promoting wellbeing and preventing ill health as well as to supporting recovery from ill health or slowing progression from one to many health conditions.

The immediate priority for the role is to support the effective delivery of the CAPSA project funded by LWNA. The role has a wide span of responsibility ranging from community engagement and research to administration.

Duties and responsibilities

1. Engage and involve Lambeth's Black communities in delivering the CAPSA project.
2. Being the first point of contact for both existing and new service users requesting information and ongoing support
3. To register and upload referrals to CAPSA and maintain a waiting list if required.

4. Develop and maintain comprehensive administrative and electronic systems to ensure that the CAPSA working group and subgroups can function effectively and the overall project can be delivered efficiently.
5. To answer phone calls, monitor the CAPSA Hubspot and email address, respond to and field queries to relevant team members and to sign post people to relevant services.
6. To have a good working knowledge and experience of Microsoft Office and knowledge of Microsoft Access and Excel for developing in house databases / spreadsheets and Outlook for diary management / e-mails
7. Participate in and support research and evaluation, work with community members and partners to ensure the collection, analysis and reporting of quantitative and qualitative data to support understanding, action and monitoring relevant to mental health generally and the CAPSA project specifically.
8. Support the Service Manager, and Programme and Partnerships Manager, with project management and reporting arrangements relating to ensure the effective management and governance of financial resources, including progress and risk reporting to partners and stakeholders.
9. Organise meetings and events and manage the associated administration such as room bookings, preparing and distributing of agendas, minute taking and action tracking.
10. Work with communication leads for Black Thrive and partner organisations to ensure effective communication of Black Thrive's CAPSA work to relevant audiences using the internet, social media and other appropriate channels.
11. Ensure compliance with legislation and policies relevant to the job role, including equality, safeguarding, health and safety, data protection and financial probity.
12. To implement and update office systems/procedures as required, in collaboration with the team
13. To manage sensitive information and maintain the highest levels of confidentiality and compliance with GDPR legislation.
14. To work well as part of the team in a way that promotes inclusivity and respect in a supportive environment.
15. To attend and participate in meetings of the project team and other bodies as required.

16. To carry out any tasks reasonably requested of them by the Line Manager.

Interim arrangements

During the Covid-19 pandemic, the role will involve being based in the office or at home. Some engagement with other professionals and team meetings may be undertaken by telephone or video conferencing.

Additional information

An enhanced DBS check is required for this role; however, previous convictions will not automatically prevent you from being accepted for this role.

PERSON SPECIFICATION

Each requirement will either be identified through the candidate's application form or interview, you are required to meet all the requirements on our person specification:

Experience	
1.	Building effective working relationships with a range of people – from different communities, professional sectors and levels of seniority
2.	Facilitating/supporting groups to deliver specific outcomes
3.	Working with organisations to improve the mental and physical health outcomes of Black communities
Ability, knowledge and skills	
4.	In depth knowledge and understanding of the experiences of people of Black communities and the factors that influence their health and wellbeing outcomes
5.	Good knowledge and understanding of the experiences of Black people living with mental health conditions, and the factors that influence mental health and the recovery process
6.	Knowledge of the systems and key issues that shape the mental health outcomes of Black communities
7.	Understanding of equality legislation and a commitment to the social model of disability and antiracist practice
8.	Ability to work within and/or between large organisations that deal with complex issues

9.	Ability to combine strategic, systemic thinking and operational delivery
10.	Excellent verbal and written communication skills, including conveying complex information adaptable to different audiences
11.	Ability to work through ambiguity and uncertainty and remain calm under pressure
12.	Ability to remain enthusiastic, optimistic and solutions-focused in the face of adversity and to deliver tangible results with minimal supervision
13.	Ability to work collaboratively with people, including volunteers
14.	Competent use of Microsoft Office software and of social media

We especially encourage applications from people of all Black backgrounds and social identities; individuals who have lived experience of the mental health system, carers and people who may have had contact with the criminal justice system.