

**Mind in Mid Herts**

**11 Hatfield Road**

**St Albans**

**Herts AL1 3RR**

**Tel: 03303 208100**

web: www.mindinmidherts.org.uk

email: admin@mindinmidherts.org.uk

Company limited by guarantee

Registered in England and Wales

Reg No 04746078

Reg. Charity Number 1101678

Dear Applicant,

Thank you for your interest in this post of Mental Health Community Engagement - Wellbeing Access Worker.  This is an important role in our organisation and partnership with Herts Mind Network (HMN) and Hertfordshire Partnership NHS Foundation Trust (HPFT).

Please find attached an application pack.

Please send your application to the postal address below:

Recruitment

Mind in Mid Herts

11 Hatfield Road

ST ALBANS

Herts AL1 3RR

or by email to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk) no later than 10am on Friday 22nd January 2021.

**Please note interviews will be held on Tuesday 26th January 2021.**

Yours faithfully,

Bal Bhathal

Officer Coordinator

**JOB DESCRIPTION**

**Job Title:** Mental Health Community Engagement - Wellbeing Access Worker

**Salary:** £18,000 to £19,000 depending on experience, per annum based on 37.5 hours.

**Responsible to:** Access & Engagement Manager and Access lead at HPFT Wellbeing Service

**No. of Hours:** 37.5 hours per week

**Main Base:** St Albans although time will be spent at a range of bases covering North and Mid Hertfordshire including St Albans, Stevenage, Hertford and Welwyn Garden City depending on demand.

**Closing Date for applications: 10am on Friday 22nd January 2021**

**Interviews will be held on: Tuesday 26th January 2021**

***Background to the Post***

Mind in Mid Herts (MiMH’s) in partnership with Herts Mind Network (HMN) has been contracted to work with the Hertfordshire Partnership University NHS Foundation Trust (HPFT) Wellbeing Service - Improving Access to Psychological Therapies (IAPT) to promote the services and increase referrals across the county.

***Purpose of Post***

The Wellbeing Access Worker will work closely with HPFT Wellbeing Service and play a key role in the service by marketing and promoting its provision across the county through a range of means. This will include:

* Supporting with webinars
* Presenting to organisations, groups and companies to promote The Wellbeing Team and MiMH’s Services.
* Distributing information
* Supporting with online marketing, including social media and website.
* You will be responsible for building relationships with key stakeholders, including other Hertfordshire organisations, people who use services, carers and the wider community.
* Attend events to promote The Wellbeing Team and MiMH
* Support local job centres and other organisations to support their customers/ service users to access Mind in Mid Herts and The Wellbeing Team.

The post holder will work with individuals referred for one-to-one, group, mental health support and guidance, to ensure that they are supported through to the pathways open to them.

The successful applicant will be required to work some flexible hours outside of normal 9-5 working hours including some evenings and weekends.

***Accountability***

The post holder will be line-managed by MiMH’s Access and Engagement Manager and will also be accountable to the Access Lead for HPFT Wellbeing Service, but will manage their own workload, prioritising tasks and working on their own initiative.

***Key Responsibilities - The Wellbeing Service***

* To work in line with the aims of the Wellbeing Service to ensure IAPT services are utilised fully and advertised in the local community
* To ensure the service is fully accessible to people and carers and provide information
* There may be occasion to support the provision of clinical work within the Wellbeing Service this may include support with computerised CBT, facilitating referrals through completing forms, regular contact - drop-ins at job and family centres, support calls, co-facilitating online workshops and groups.

***Marketing and Promotional Activity***

* Promote and raise the profile of the Wellbeing Service and MiMH’s partnership within the local community. The aim is to raise awareness within the community of IAPT work and mental health provision and promote awareness of the issues relating to mental health
* Attend community events and conferences – actively promoting both The Wellbeing Service other services in the community including MiMH’s
* To create and work with colleagues to develop innovative ways to promote the Wellbeing and MiMH’s Services including the use of social media, (e.g. Facebook, Twitter, TikTok, LinkedIn and Instagram) and traditional promotional methods e.g. leaflet drops, posters, a newsletter using digital marketing skills such as the creation of promotional videos as well as up-dating the signposting website
* To promote empowerment and choice of service provision
* Be pro-active in researching promotional opportunities such as local events, flagship days and conferences.
* Update local resource information and share this with relevant teams.

***Identifying Pathways***

* To work with the Wellbeing Service and MiMH’s to ensure a clear route of support is available, considering appropriate pathways and how these can be navigated
* To work with the Wellbeing Service to identify progression routes and a safe and supported exit for service users from the service.
* Active liaison between the Wellbeing Service and MiMH’s e.g. sharing of information, cross-promotion and following up queries
* Support/signpost people to access community groups that enable people who use services and/or carers to participate in local community activities and maintain their independence
* To develop sound knowledge of local resources to support in enabling good referrals to be made when necessary
* To review referral process between MiMH’s and the Wellbeing team in conjunction with proposed targets and outcome to ensure good pathways between organisations.
* To provide summaries of activities, by way of regular reports, to MiMH’s and the Wellbeing Service.

***Partnership Working and Building Relationships***

* Deliver presentations on the work of the Wellbeing Service and MiMH’s to raise awareness around mental health and challenge stigma.
* Build good links with referral agencies, such as Community Mental Health Services, Housing Organisations, community drug and alcohol services, GPs and the Voluntary Sector in order to raise the profile of the Wellbeing Service and the work of MiMH’s.
* Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
* Keep an up to date database of local organisations for signposting and networking.

***Evaluation and Monitoring***

* Develop and manage the project in accordance with any partnership or funding agreements
* To be responsible for the monitoring and evaluation of the project and reporting outcomes to MiMH’s and the Wellbeing Service
* Ensure that all records and confidential information is stored in line with the data protection act
* Ensure the health and safety function of the organisations is met
* Ensure that databases are kept up to date.

***Professional***

* Maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to mental health and Primary Care Services.
* Participate in continuing professional training and development opportunities as agreed within the Performance Management process

***General***

* To work some hours outside of normal office hours (including evenings and weekends).
* At all times to carry out every aspect of your duties with due regard to MiMH’s and HPFT policies and procedures including following safeguarding procedures, lone working policies and the Equalities statement.

***Any other duties***: To undertake any other duties that are reasonable and commensurate with the role as may be reasonably determined by line management, the CEO or Board of Directors, in line with the changing needs of the service and legal requirements.

***Additional Requirements***

* Responsibilities are met in accordance with procedures and the service user/funder requirements
* Abides by our Human Resources policies and procedures as outlined in Mind in Mid Herts Staff Handbook
* Understanding of the need for confidentiality when dealing with both internal and external information
* Understanding the importance of conforming to our service requirements
* Sound knowledge of the organisations services specific to the role and appreciation of the impact that poor service has on the people who use our service and our reputation
* Commitment to adhering to Health and Safety guidelines for safe working
* Adherence to legislative requirements
* 2 month notice period

***Benefits***

* 25 days paid holiday per year, April 1st-March 31st (pro rata for part time staff)
* Statutory bank and public holidays, (pro rata for part time staff)
* A contributory pension scheme
* 2 additional days’ leave – Birthday Leave and Wellbeing Day,
* Staff Training and Development
* Peer Support

**Person Specification**

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| **CRITERIA** | **Essential** | **Desirable** |
| **Qualifications** | | |
| A qualification/experience related to marketing and promotion |  |  |
| Education or training related to working with people with mental health conditions |  |  |
| Car driver with a clean driving license and willingness to travel to locations countywide |  |  |
| **Experience** | | |
| Knowledge of mild to moderate mental health conditions and how these might present in primary care |  |  |
| Evidence of working to deadlines, and achieving outcomes against targets |  |  |
| Experience of service promotion and development |  |  |
| Good marketing knowledge and expertise including the use of social media (e.g. Facebook, Twitter and YouTube) |  |  |
| Experience of delivering monitoring and evaluation information |  |  |
| Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults |  |  |
| **Skills and Abilities** | | |
| Excellent communication skills and ability to develop effective working relationships at all levels |  |  |
| Advanced interpersonal and presentation skills |  |  |
| Report writing skills with the ability to present sensitive information |  |  |
| The ability to work as part of a multi-disciplinary team |  |  |
| Ability to deal with stressful and difficult situations in a calm manner |  |  |
| Ability to involve people who use services and carers in all aspects of the work |  |  |
| Ability to prioritise and manage workload |  |  |
| **Practical** | | |
| Good IT skills including Word, Outlook, Excel, PowerPoint and digital media |  |  |
| **Personal Circumstances** | | |
| Ability to work flexible hours |  |  |
| Show flexibility in working location due to the requirement to provide countywide provision |  |  |

**Application Form**

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| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Well-being Access Worker |
| **Post Reference Number:** | WAW/37 |

**Using this form**

All fields on this form are to be completed and sent by email or post to Recruitment [Recruitment@mindinmidherts.org.uk](mailto:Recruitment@mindinmidherts.org.uk), Mind in Mid Herts, 11 Hatfield Road, St Albans, Herts AL1 3RR, quoting the Job Title, Reference Number and your name in the subject. Where a table does not have enough fields, please add additional rows.

**Data Protection**

In accordance with Mind in Mid Hert’s (MiMH’s) Data Privacy Notice, we take care to ensure that all applicant data is appropriately and securely stored and handled. The information on this sheet will be held securely with MiMH’, and will be anonymised when sent to recruiting managers. If an applicant is not appointed for a post, their application and personal details forms will be destroyed. Where an applicant is appointed, their application will be moved into an Employee Folder and remain as long as the employee is employed at MiMH’s.

For full details of MiMH’s approach to Data Privacy and protection, please request our Data Protection Policy.

**Criminal Convictions**

As part of its equal opportunities policy, Mind wishes to ensure it does not discriminate against ex-offenders. If you have any convictions that are **unspent** under the Rehabilitation of Offenders Act 1974, please supply details of your conviction(s) via the **personal details form**.

Some posts within MiMH’s are exempt from the Rehabilitation of Offenders Act 1974 as they involve working with vulnerable adults and/or children and young people and will require a Disclosure and Baring Service (DBS) check. If you have applied for an exempt post, please supply details via the **personal details form**.

**Eligibility to work in the UK**

If there are any restrictions regarding your employment in the UK (e.g. you require a Work Permit), please supply details via the **personal details form**. Please note that MiMH’s is not able to sponsor Visas.

**Personal Details**

|  |  |
| --- | --- |
| Surname: | |
| Forenames(s): | |
| Address: | |
| Postcode: | |
| **Telephone (Home):** | **(Mobile):** |
| **E-mail address**: |  |

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| Please note any disability or other medical condition, which may require special attention at the interview or in the job. |

**Education**

Please give details of your education and all exams passed.

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| --- | --- | --- |
| **Date** | **School/Institution** | **Exams passed** |
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**Relevant Training Courses**

Please give details all training courses.

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| --- | --- | --- |
| **Date** | **College/Institution** | **Course, Qualifications, etc.** |
|  |  |  |

**Present (most recent) Employment/Voluntary Work**

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| --- |
| **Employer’s name and address:** |
| **Position held:** |
| **Dates:** |
| **Salary:** |
| **Brief description of duties:** |

**Previous Employment**

|  |  |  |
| --- | --- | --- |
| **Dates** | **Employer** | **Position Held** |
|  |  |  |

**Additional Information**

**Please note that CVs are not considered as part of the selection process.**

Please give a statement regarding how you meet the requirements of the role to which you are applying. You should give details of all relevant experience (please refer to job specification) interests, voluntary work, etc. and specify your reasons for applying for the vacancy. Continue on a separate page if necessary.

**Referees**

One of your referees should be your present or most recent employer and your second reference needs to be someone who has known you for at least 1 year. References must not be provided by a relative or someone sharing your home.   If this is not possible please do continue your application and give us the reasons for not being able to supply these references and we will take that into consideration.

We will not contact your present employer without your permission.

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| --- | --- |
| **Name:** | **Name:** |
| **Address:** | **Address:** |
| **Status:** | **Status:** |

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| --- |
| In the past two years, how many sick leave days have you taken in your present employment? |
| When can you start? |
| An enhanced Criminal Records Bureau Disclosure is required for this post. |
| Have you worked for Mind in Mid Herts in the past in any capacity? |

**Declaration**

I confirm that to the best of my knowledge all information I have given in my application is correct and can be treated as part of any subsequent contract of employment. Any false, deliberate omission or misleading information may be sufficient cause for rejection or, if employed by MiMH’s and to be dismissed.

Signature

Date

I agree Mind can approach any of my previous employers for a reference to confirm that any information given in relation to my application is correct.

Please tick this box to confirm ☐ Date:

**Equal Opportunities Monitoring Form**

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| 1. **Please tell us your Age:**  |  |  | | --- | --- | | Under 16 |  | | 16-21 |  | | 21-29 |  | | 30-39 |  | | 40-49 |  | | 50-59 |  | | 60-69 |  | | 70-80 |  | | 80+ |  | | Rather not say |  | |  | 1. **Do you consider yourself to have a disability?**     Yes  No  Rather not say  **2b. If yes do you have a:**    Physical Impairment  Sensory Impairment  Learning Disability  Mental Health Condition (Long Term)  Other Health Condition (Long Term) |

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| --- | --- | --- |
| 1. **Ethnicity**   **Asian or Asian British**  Bangladeshi  Indian  Pakistani  Any Other Asian Background  **Black or Black British**  African  Caribbean  Any Other Black Background  **Mixed**  White and Asian  White and Black African  White and Black Caribbean  Any Other Mixed Background |  | **White**  White British  White Irish  Any Other White Background  **Other Ethnic Group**  Chinese  Any Other Ethnic Group  Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Rather not say |

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| 1. **Nationality**   Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

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| 1. **Gender**   Female  Male  Rather not say | **5b. Gender Reassignment**  Do you now, or have you ever considered yourself to be transgender? (tick if yes) |

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| --- | --- |
| 1. **Religion or Beliefs**   Atheism  Agnosticism  Buddhism  Christianity  Hinduism  Humanism  Islam | Jainism  Judaism  Sikhism  Any Other Religion/Belief  Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  No Religion or Belief  Rather not say |

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| 1. **Sexual Orientation**   Bisexual  Gay Man  Heterosexual | Lesbian/Gay Woman  Other  Rather not say |

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| 1. **Are you currently providing support to a partner, child, relative, friend or neighbour who could not manage without your help or/and support?**   Yes  No  Rather not say |

*We are asking you to provide us with anonymous information to help reach as many communities as we can. All questions are optional and if you prefer not to it does not in any way effect your access to services. Thank you.*

**Where did you hear about the vacancy?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_