Dear Applicant,

Thank you for your interest in the post of **Project Officer for outreach.** This is an important role in our organisation.

Please find attached an application pack that I would ask you to complete and return either by post to:

Recruitment

Mind in Mid Herts

11 Hatfield Road

St Albans

Hertfordshire

AL1 3RR

or by email to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk) **no later than 12 noon Wednesday 4th August 2021**

Interviews will be held on **Tuesday 10th August 2021.**

We look forward to reading your application.

Yours faithfully,

Bal Bhathal

Office Manager

## JOB DESCRIPTION - Project Officer Outreach

Reporting to: Head of Services

Responsible for: Outreach services which includes Stepping Stones, MH Primary Care Pilot and Get Set to Go

Duration: Fixed term contract 12 months

Hours: 37 hours per week (flexibility required)

Salary: £24,120 per annum

Location/operation: Across Mid Herts including Stevenage, North Herts, Welwyn Garden City, Hatfield, Hertford, St Albans and Harpenden

Job reference: OPO37

Closing date: 12 noon Wednesday 4th August 2021

Interviews: Tuesday 10th August 2021

We are Mind in Mid Herts, a leading mental health charity based in Hertfordshire, affiliated to National Mind, with centres in St Albans, Stevenage, Hertford and Welwyn Garden City. We are working to reduce the stigma of mental health diagnosis and we support people with mental health conditions to create a pathway to recovery. We are innovative in creating services to improve wellbeing and to prevent the development of mental health issues. Through education and support, we aim to improve people's awareness of how to be proactive in looking after their health and wellbeing. We will not give up until everyone experiencing a mental health problem gets support and respect.

*Mind in Mid Herts (MiMH) is committed to diversity and equality of opportunity for all and is opposed to any form of less favourable treatment and harassment on the grounds of all the ‘protected characteristics’ as identified by the Equality Act 2010. It is MiMH's intention that this job description is a guide to the major areas and duties for which the jobholder is accountable. However, services will change and the jobholder’s obligations might vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.*

**Background to the Post**

MiMH provides a wide range of psychological, wellbeing and social support services focussed on the prevention of, and recovery from, mental health problems. We have been awarded contracts/grants to develop out-reach services across our area in Mid and North Herts. This will provide a range of services and information to help people to manage their health and wellbeing. In conjunction with out-reach service we have a Stepping Stones Project, which has been running for over 10 years and is a hospital discharge service, which offers a bridge to people from inpatient care to outpatient care in the community. In addition, we are commissioned to deliver a 12-month pilot in St Albans GP practices.

**Overall Purpose**

The purpose of this role is to develop the services managing a team of out-reach workers across the area. To work on a one to one basis and in groups with people not accessing services, to reduce social isolation and improve individual’s mental health. The post-holder is also responsible for all administration and record keeping relating to services we deliver and to encourage people to attend services at our Wellbeing Centres. The post-holder is expected to play a key role in the development of partnerships with other agencies to help people manage their mental health and wellbeing.

The post holders will need

* To focus on the individual person not the diagnosis or service
* To monitor outcomes and evaluate the service
* To challenge stigma
* To work in partnership with those who need support and those who support them

To enable and support self-management, promote autonomy and decrease the need for people to rely on statutory services.

**Principal Responsibilities**

1. **General**

* To be line managed by MiMH and to work closely with the team but to manage own workload, prioritising tasks and working on own initiative.
* To work in line with the aims and objectives of MiMH.
* To build links with Community Psychiatric Nurses (CPN) Community Navigators and the team in the GP surgery (referral partners) and the wider community such as Hospital inpatient unit at Albany Lodge, Community Mental Health Team (CMHT), housing organisations, Community Drug Action Team (CDAT) and voluntary sector organisations.
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH's quality standards.
* To carry out all duties with due regard to MMH's policies and procedures, including the equalities requirements.
* To undertake other duties as may be reasonably determined by the senior management team.
* Attend and participate in all mandatory training both in the GP surgery and MiMH’s, this will include data protection, data sharing and risk assessment training.

1. **Operational**

* To recruit, manage, supervise and develop the outreach workers and volunteers.
* Assess, plan, implement and evaluate individual user led support and recovery plans using a solution focussed approach
* To plan, monitor and present cases in order to ensure high standards of documentation and communication regarding outcome decisions
* To develop and co facilitate support groups working closely with our team and partners in the community
* To work with the team to identify progression routes and provide a safe and supported exit for service users.
* Support the people who use our services to identify and overcome fears and within a positive relationship challenge negative self-talk
* Support people to access community groups that enable people to participate in local community activities and maintain their independence
* Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, service users and carers.
* To manage and facilitate an induction programme for out-reach workers and volunteers, involving other staff as necessary.
* To plan staff and volunteer rotas and duties in conjunction with the project goals to ensure the reliable and effective cover of all services.
* To attend meetings and to review the development of the Out-reach service, to include Stepping Stones and Mental Health Primary Care Pilot
* To attend meetings and training courses as required, including monthly supervision meetings and annual appraisals with the line manager
* To liaise with other agencies in the community, including voluntary, statutory and business organisations, in order to promote our services and build referral pathways.
* To contribute to organisational development and sustainability.
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH's quality standards.
* To carry out all duties with due regard to MiMH's policies and procedures, including the equalities requirements.
* To provide verbal and written reports as may be required by the line manager, CEO and Trustees Board.
* To be committed to the work and purpose of MiMH and to promote team working.

1. **SCOPE**

This role will encompass the following:

* Developing and implementing the mental health primary care service, in the St Albans and Harpenden area.
* Working as a gateway to MiMH and other community services.
* Working in partnership with workers from the key partners CPN, and Community Navigators to ensure that people receive appropriate and timely services.
* Undertaking all administration tasks associated with providing support services, including gathering statistical information, mailing information, communicating with team members and maintaining office systems.
* Assisting with the completion of all paperwork relating to MiMH evaluating and reporting, in a timely manner.
* Ensuring all records including need and safety assessments are completed and updated in collaboration with the requirements of partners.
* Ensuring feedback from people is monitored and reviewed constantly
* Being open to opportunities for personal development.

**ADDITIONAL REQUIREMENTS**

* Ensuring all responsibilities are met in accordance with procedures and service user/funder requirements.
* Adherence to MiMH Human Resources policies and procedures, as outlined in our Staff Handbook.
* Understanding and maintaining confidentiality when dealing with information both internally and externally.
* Understanding the importance of, and conforming to service requirements and service user needs.
* Flexibility to work outside or in excess of standard hours when necessary to achieve objectives.
* Sound knowledge of MiMH’s services specific to the role and appreciation of the impact that poor service has on our service users and our reputation.
* Commitment to adhering to Health and Safety guidelines for safe working.
* Adherence to legislative requirements.
* 8 week 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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| Outreach Project Officer | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree in counselling, psychotherapy, psychology, health or social work ( someone in training will be considered) | **\*** |  |
| Valid driving licence and use of a car | **\*** |  |
| **Experience** |  |  |
| Lived Experience and/or working with people with mental health problems | **\*** |  |
| Experience of recruiting, managing and supervising staff & volunteers | \* |  |
| Experience of developing and providing training | **\*** |  |
| Experience of developing support systems for staff/volunteers | \* |  |
| Ability to support and motivate in a team setting | \* |  |
| A knowledge of Health & Safety in workplace settings | \* |  |
| Ability to successfully translate plans into action | **\*** |  |
| Experience of facilitating and managing meetings |  | **\*** |
| Knowledge of Microsoft PowerPoint, Publisher, Access and Excel | **\*** |  |
| Knowledge of Charity log (data collection and recording|) |  | **\*** |
| Experience of implementing and using Short Warwick Edinburgh Mental wellbeing scale (SWEMWBS), IAPT questionnaires for measuring and monitoring purposes |  | **\*** |
| Ability to communicate effectively and succinctly both verbally and in writing, including telephone skills, report writing and minute taking | **\*** |  |
| Awareness and understanding of the needs of individuals recovering from mental ill-health | **\*** |  |
| Ability to work by oneself and as a member of a team | **\*** |  |
| Ability to use initiative and work creatively and flexibly to achieve the objectives of the post | **\*** |  |
| Ability to prioritise and effectively manage time and resources to achieve best outcomes | **\*** |  |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services | **\*** |  |
| Ability to work flexible hours | **\*** |  |
| Project management skills | **\*** |  |
| Budget administration and management skills |  | **\*** |

**Application Form**

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| **Applicant Initials:** |  |
| **post Applied For:** |  |
| **Post Reference Number:** | OPO37-STE |

**Using this form**

All fields on this form are to be completed and sent to [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** |
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**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:**   |  |  | | --- | --- | | 16-24 |  | | 25-44 |  | | 45-64 |  | | 65+ |  | | 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 this Vacancy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_