Dear Applicant,

Thank you for your interest in this post of Senior Accident and Emergency (A&E) Mental Health Link Worker (MHLW). This is an exciting new opportunity in our organisation to be the first contact with people seeking help and support with mental health problems in A&E. We will be pleased to receive applications for job sharing.

Please find attached application pack. We look forward to reading your submission.

Please send your application for my attention to the postal address:

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 12 noon Thursday 27th January 2022

Interviews will be held on Tuesday 1st February 2022

Yours faithfully

Bal Bhathal

Office Manager

Do you want to support people with mental health issues in a moment of crisis? Are you calm, non-judgmental and able to work effectively with people experiencing distress? Would you like to be a part of a dynamic team striving to break down barriers for those that need help and support, and want to be part of our mission to provide prevention, recovery, and support services in Hertfordshire to empower people to take control of their mental health? If the answer to all of these is yes, we want to hear from you.

***“I’m a little over whelmed don’t feel like it’s real or I am this lucky but I’m trying to stay calm. I can’t thank you enough for all your support and help honestly means the world to me I felt so alone like no one cared. But I honestly can’t thank you enough.”***

Mind in Mid Herts has a strong track record of delivering care and support working with people on their pathway to recovery. We are working in partnership with our sister organisation Herts Mind Network who operates crisis services and is providing urgent emotional support and crisis intervention as an alternative to statutory pathways. They provide support to adults across Hertfordshire 7 days a week, 365 days a year through their helpline, crisis cafes and a weekend Crisis Centre.

We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services.

As a member of our team, you will work closely with our partners, ensuring everyone is supported in a person-centred way and that each individual feels respected.

## JOB DESCRIPTION – Senior A&E Link Worker

Reporting to: Head of Services

Hours: 37 hours per week (rotation shifts 7 days a week, between 5pm & 1am)

Salary: £24,200-£25,700 depending on experience

Main Base: Lister Hospital, Stevenage office base, Wellbeing Centre, Stevenage, some travel to other centres/offices will be required.

Closing Date: 12 noon Thursday 27th January 2022

Interview: Tuesday 1st Feb 2022

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 won’t 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, this service is new and will change and the jobholder’s obligations may vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.*

**Purpose**

To be the senior worker in a new team aiming to enhance the offer of mental health support from the third sector to individuals presenting in A&E. Working closely with A&E clinical staff, integrated discharge teams and Mental Health Liaison teams, the A&E Link Worker will work in partnership with the wider Herts Mind Network (HMN) NightLight Crisis Service, proactively identifying referrals into the service to help facilitate timely discharges from A&E, alternative means of support to traditional statutory or emergency services. The role will be majority out of hours working, mirroring the opening times of HMN’s NightLight provision with the need to work some daytimes to attend meetings and necessary training.

You will be line managed by our Head of Services but will manage your own workload, prioritising tasks and working on your own initiative. You will largely be working autonomously within A&E, but will continue to be part of the wider team both at Mind in Mid Herts but also Herts Mind Network, undertaking assessments, liaising with coordinators and partner agencies throughout an evening proactively identifying, discussing and facilitating referrals into the service.

**Principal Responsibilities**

* To improve the mental wellbeing of people experiencing mental health crisis in Hertfordshire.
* To increase early access to help for people experiencing mental health crisis in Hertfordshire, by providing a clear and effective pathway to services provided by Mind in Mid Herts and other third sector and statutory providers.
* To contribute to an improvement in individual mental wellbeing.
* To provide an alternative pathway to people in distress and crisis to support better outcomes and reduce the demand on statutory crisis services, emergency services and A&E departments
* To provide a consistent presence in A&E for individuals with mental health needs to access partner agencies (A&E staff, integrated discharge teams, Mental Health Liaison Teams, CGL (drug and alcohol service), etc) to refer in to.
* To facilitate a clear and easily accessible pathway into wider NightLight Crisis Alternative Services for individuals to support timely A&E discharge, as an alternative to statutory crisis intervention or as supplement to wider care and treatment plans.
* To provide immediate information and advice about managing wellbeing, reducing risk and onward signposting and referral into wider Mind services and VCS organisations.
* To undertake assessments of needs and risk, devising appropriate crisis and risk management plans that are risk positive working with partner agencies within hospital as needed.
* To develop sound knowledge of local resources to support in enabling appropriate referrals where necessary.
* Promote and raise the profile of NightLight and wider Mind services within the hospital to ensure greater community awareness of crisis alternative provision and the help available through wider VCS to support wellbeing.
* Maintaining good links with partner agencies and ensuring they remain up to date about the service, wider NightLight provision as required.
* Participate in training and development opportunities as agreed with line manager through supervision and appraisal process.
* Manage own workload, prioritising tasks and confident working on own initiative with decision-making and in promoting the service to partners.
* To maintain communication with wider NightLight Service throughout an evening shift, ensuring that appropriate information is shared with staff following assessment and onward referral into wider service. This will include regular communication through Microsoft Teams and joining shift check-ins.
* To work some daytime hours to attend meetings (e.g. frequent attender forums, training etc.) and support follow up work. Where necessary TOIL can be accumulated.
* To develop and maintain a system to follow up and monitor referrals into the service following contact to monitor the outcomes and impact the service is happening and agreed actions are being followed up.

**Leadership and Representation**

You will line manage one other staff member and be the key person responsible for embedding the service within A&E and maintaining working relations with partners across the department and wider hospital. You will also take the lead with ensuring appropriate marketing material is available as needed, working with our HMN partner to ensure consistency between organisations on the service promotion.

On occasion, you will be required to provide wider cover across the NightLight Service using Microsoft Teams. This will include undertaking assessments over the phone for the NightLight Professional Referral Line for Crisis Café and Crisis Centre visits, providing advice, discussion, and complex case support and supporting with any incidents or escalation required.

Additional Requirements

* To ensure compliance with legal, ethical and regulatory requirements.
* To manage personal resources and own professional development.
* To ensure all duties are carried out in a manner which promotes equality and diversity.
* To promote a health and safety culture within the workplace by working in accordance with policies, procedures and raising concerns as required.
* Work in accordance with MiMH Confidentiality Policy and wider GDPR.
* To be an active and effective team member.
* At all times to carry out every aspect of your duties with due regard to policies, procedures and values.
* To maintain a professional level of communication at all times.
* To maintain appropriate record keeping via client recording management system.
* Maintain full accountability to the project through supervision and appraisal processes.
* Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.
* 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),
* 2 additional days’ leave – Birthday Leave and Wellbeing Day,
* A contributory pension scheme
* Staff Training and Development
* Peer Support

**Person Specification**

|  |  |  |
| --- | --- | --- |
| Senior A&E Link Worker | **Desirable**  **Criteria** | **Essential**  **Criteria** |
| Qualifications |  |  |
| A relevant mental health, counselling, social work or health qualification or in training |  | **\*** |
| Knowledge |  |  |
| Understanding of current challenges within the mental health and wider health and social care system | **\*** |  |
| Understanding of the principles of trauma informed care |  | **\*** |
| Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing | **\*** |  |
| Understanding of legislation and policies relevant to the role including Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act. | **\*** | **\*** |
| **Experience** |  |  |
| Minimum 2 years’ experience working within a health, social care or charity sector setting supporting individuals experiencing mental health difficulties, crisis or distress. |  | **\*** |
| Experience of undertaking assessments of need, risk and producing appropriate support and risk management plans |  | **\*** |
| 12 months experiencing of supervising, managing and supporting new staff and/or volunteers within a health, social care or voluntary sector setting |  | **\*** |
| **Skills and Abilities** |  |  |
| Ability to prioritise and manage workload within a pressurised environment |  | **\*** |
| Confident with lone work and in being able to make decisions, evidencing rationale for such within recording processes (e.g. through assessments, incident reporting and on the client recording management system) |  | **\*** |
| Creative and flexible approach to working with individuals staying calm, patient and non-judgmental |  | **\*** |
| Confident and effective communicator able to communicate with a range of people (partner agencies, clients, carers, colleagues etc) |  | **\*** |
| Ability to involve service users and carers in all aspects of work |  | **\*** |
| Ability to develop and maintain positive working relationships across teams, services and with external partners (e.g. emergency services and mental health teams) to proactively promote the service |  | **\*** |
| Ability to develop and maintain internal systems to help monitor outcomes of service post contact and produce reports evidencing outcomes and impact |  | **\*** |
| **Practical and Personal Circumstances** |  |  |
| Good IT skills including Word, Outlook, Excel, Teams, PowerPoint and experience of using client recording management systems. |  | **\*** |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services. |  | **\*** |
| Physically fit to work within the hospital, primarily in A&E but where required moving across site. |  | **\*** |
| Ability to work mostly out of hours with some day time work (e.g. meetings or training) |  | **\*** |
| Due to working primarily within NHS buildings must be able to demonstrate evidence of vaccination status or proof of a valid exemption |  | **\*** |
| A can do attitude |  | **\*** |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Senior A&E Link Worker |
| **Post Reference Number:** | SLW/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.  Would you like to tell us anything that we can do or not do that will help you to show your best self in the interview or application process for this post? |

**Education**

Please give details of your education and all exams passed.

|  |  |  |
| --- | --- | --- |
| **Date** | **School/Institution** | **Exams passed** |
|  |  |  |

**Relevant Training Courses**

Please give details all training courses.

|  |  |  |
| --- | --- | --- |
| **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** |
|  |  |  |

**We require a personal statement -** 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.

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

**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.

|  |  |
| --- | --- |
| **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**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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) |

|  |  |  |
| --- | --- | --- |
| 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) |

|  |  |
| --- | --- |
| 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 |

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

|  |
| --- |
| 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.*