**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 Social Support Coordinator. This is an important role in our organisation.

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

Please send your application to the following postal address

Recruitment

Mind in Mid Herts

11 Hatfield Road

St Albans

Herts AL1 3RR

Or by email to recruitment@mindinmidherts.org.uk no later than 12 noon Wednesday 26th January 2022.

**Please note interviews will be held on Wednesday 2nd February 2022.**

Yours faithfully,

Bal Bhathal

Officer Manager

Do you want to support people with mental health issues? 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 distress 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 – Social Support Coordinator**

Reporting to: Head of Services

Responsible for: Coordinating and supporting services within the social support team

Duration: Fixed Term Contract 12 Months

Hours: 30 hours per week, flexibility required

Salary: £23,225 per annum, pro rata

Location: Base can be flexible but regular travel across all of our offices will be required (St Albans, Stevenage, Welwyn Garden City and Hertford)

Closing date: 12 noon Wednesday 26th January 2022

Interviews: Wednesday 2nd February 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, 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.*

**Purpose of Post**

To work with the staff, volunteers and our partners to ensure people are offered 1-1 sessions, telephone and group support. Embedding a recovery orientated approach to all aspects of the role and responsibilities will be key. The Recovery approach includes empathy, warmth, acceptance, authenticity, compassion and humanity.

The Coordinator will need:

* To focus on the individual person not the diagnosis or service
* To monitor outcomes and evaluate the service
* To challenge stigma and provide a training role
* 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**

This role will report to the Head of Services and will include the following responsibilities:

1. **Operational /Service User**
* To provide support to ensure leave and other absence is covered across the social support services; including duty worker support where needed
* To assist with the on-boarding of new staff members and volunteers into the social support team (i.e., inductions and relevant on-the-job training)
* To provide support with existing and new projects or support groups (facilitating if needed)
* Provide Supervision to Support Workers, Volunteers and Student placements (to include group supervision).
* To assist with the monitoring and responding of lone workers within the team; ensuring their safety at all times
* To carry out assessments where support is needed with new referrals and support the people who use our service formulating their own support plan
* To work with people to ensure a pathway of support is available
* To plan, monitor and present cases in order to ensure high standards of documentation and communication regarding outcome decisions
* Work closely with our team and partners in the community
* To offer telephone and e-mail support as needed
* To work with the team to identify progression routes and provide a safe and supported exit for service users.
* To establish a supportive and respectful relationship with the people who use our services.
* To promote empowerment and choice and support individuals to identify their own achievable and realistic goals and agree objectives to aid recovery
* To support people to identify and overcome fears within a positive relationship and challenge negative self-talk using solution focused techniques.
* To support people to access community groups that enable them to participate in local community activities and maintain their independence
* To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, people who use our services and carers.
* To work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
* To ensure the service is fully accessible
* To involve the people who use our services in every aspect of the service and develop co-production
1. **General**
* To be line managed by Mind in Mid Herts 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 Mind in Mid Herts.
* To build good links with referral partners and the wider community, such as Community Mental Health Teams, Housing Organisations, Drug and Alcohol services, GPs and the Voluntary Sector
* To attend internal and external meetings as required and relevant to the role
* To maintain up to date knowledge of legislation, national and local policies and issues in relation to mental health.
* To adhere to Health and Safety/Safeguarding guidelines to ensure safe working
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH quality standards
* At all times to carry out every aspect of your duties with due regard to MiMH policies and procedures including the Equalities statement.
* Undertake other duties as may be reasonably determined by your line manager, other senior Managers and the CEO
* To carry out administrative/housekeeping duties (ensuring good record keeping on: attendances, payments, banking, accounts, Compliments, Comments, Concerns, Complaints and Incident folders)
* Assist with accurate inputting of Service User demographics, attendance data and case notes on the database
* Assisting Project Officers with rotas for staff and the Duty Worker at the centres ensuring good practice and safeguarding needs are met.
1. **Scope**
2. To provide support to ensure the smooth running of the various social support services across all our areas of coverage.
3. To provide advice and information to organisations, projects and the general public to promote the services by means of telephone, email, and face to face contact.
4. To assist with the individual safety assessments and reviews for people who use our services
5. To advise the Head of Services of any needs or concerns involved in the delivery of the services
6. To assist with contacts and communications relating to the services and to ensure enquiries are responded to within 2 working days
7. To promote, recruit and develop staff and volunteers, with regular supervision and reviews

**Additional Requirements**

* Ensuring that all responsibilities are met in accordance with procedures and the service user/funder requirements
* Ensuring that each staff member abides by our Human Resources policies and procedures as outlined in our Staff Handbook
* Understanding the need for confidentiality when dealing with both internal and external information
* Understanding the importance of conforming to our service requirements and service user needs
* Flexibility to work outside or in excess of standard hours when necessary to achieve objectives required
* Sound knowledge of the organisation’s service offering specific to role and appreciation of the impact that poor service has on our service users and our reputation
* Adherence to legislative requirements
* Adhere to all MiMH’s Covid-19 precautionary measures
* 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**

**PERSON SPECIFICATION**

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| --- | --- | --- |
| **Project Officer** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree/experience related to health and social care | **\*** |  |
| Clean driving licence and use of a car | **\*** |  |
| **Experience** |  |  |
| Experience of managing and supervising a team | **\*** |  |
| Ability to support and motivate in a team setting  | **\*** |  |
| Experience of and ability to work with people with mental health needs – both 1-1 and in groups | **\*** |  |
| A creative and flexible approach to working with individuals | **\*** |  |
| Ability to develop good therapeutic relationships with people who use our services | **\*** |  |
| Ability to deliver short term task orientated interventions | **\*** |  |
| 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 our services and carers in all aspects of the work | **\*** |  |
| Confident and effective communicator both verbally and written to include excellent telephone skills | **\*** |  |
| IT literate | **\*** |  |
| A knowledge of Health & Safety in workplace settings |  | **\*** |
| Ability to successfully translate plans into action | **\*** |  |
| Experience of facilitating and managing meetings |  | **\*** |
| 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 | **\*** |  |
| Recording and Reporting on services |  | **\*** |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Social Support Coordinator  |
| **Post Reference Number:** | SSC/30 |

**Using this form**

All fields on this form are to be completed and sent by email or post to Recruitment 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**:  |  |

|  |
| --- |
| 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**

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

**Previous Employment**

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

**Supporting Statement**

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

**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.

**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:** |

|  |
| --- |
| 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  |

|  |  |
| --- | --- |
| 1. **Nationality**

 Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

|  |  |
| --- | --- |
| 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.*

Where did you hear about this Vacancy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_