Dear Applicant,

Thank you for your interest in this post of **Senior Support/Outreach Worker – Physical Health Checks**. This is an exciting role in our organisation. People with severe mental illness (SMI) face stark health inequalities and are less likely to have their physical health needs met, in terms of identification of physical health concerns and delivery of appropriate and timely screening and treatment.

The post holder will be responsible for the delivery of NHS physical health checks specifically for people with SMI in partnership with GP practices across Hertfordshire.

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 **5pm, Thursday 7th December 2023.**

Interviews will be held on **Thursday 14th December 2023.**

We look forward to reading your application.

Yours faithfully,

**Bal Bhathal**

**Office Manager**

**About Mind in Mid Herts**

Do you want to be a part of an organisation that supports people with mental health issues? 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 overwhelmed 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.”***

We are Mind in Mid Herts, a leading mental health charity based in Hertfordshire, affiliated to National Mind. We have been operating in St Albans for over 40 years, in 2007 we merged with Welwyn Garden City Mind and became Mind in Mid Herts. Following that we opened centres in Stevenage (2008) and Hertford (2009). 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.

We supported 1957 people last year. Our services are designed to empower people to take control of their mental health and recovery. We support people through an extensive programme of activities including:

* Psychological therapies (face-to-face)
* Vocational support
* Outreach to those unable to reach our centres
* Specialist support e.g.: Male/Female/LGBTQ+
* Living Well courses
* Social support groups (activities providing shared interests to bring people together)
* Stepping Stones (hospital discharge service)
* Peer support – these groups are led by people with lived experience.

We do not advocate short-term measures but to be a part of a long-term strategy.

**JOB DESCRIPTION, Senior Support/ Outreach Worker, Physical Health Checks**

Reporting to: Physical Health Checks Project Officer

Responsible for: Delivering the physical health check programme for people with severe mental illness (SMI)

Duration: 12 months fixed term contract

Hours: Part time – 25 hours per week, flexibility required

Salary: £23,000 per annum, pro rata

Location: Flexible, at any of our four centres (St Albans, Stevenage, Hertford or Welwyn Garden City). Travel around the county will be required

Closing date: 5pm, Thursday 7th December 2023

Interviews: Thursday 14th December 2023

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.*

**Overall Purpose of Post**

People with Severe Mental Illness (SMI) such as bi-polar disorder and schizophrenia die between 15 and 20 years earlier than the rest of the population.  Often from preventable conditions like diabetes, heart disease, breathing conditions and some cancers.  This is why the NHS physical health checks currently being undertaken by primary and secondary care are crucial to ensure early identification and follow-up care for this group.

We have identified a group of individuals whose mental health issues prevent them from engaging with services. This cohort will require targeting and proactive engagement to ensure they receive a physical health check.

This role is an exciting opportunity for an experienced mental health outreach worker to work in partnership to provide a dedicated resource for individuals with severe mental illness that are unable or unwilling to engage with primary care and community mental health teams.

This small team takes responsibility for engagement with the hardest to reach individuals, facilitating home visits and providing support and assistance to take up physical health checks in primary care or access services to support their physical health when a health need has been identified.

Through the role, you will:

* Work with the team to improve access to physical health checks for people with a severe mental illness; particularly those complex individuals who require additional support and encouragement to access services by delivering physical health checks in community settings and offering home visits to those unable to attend for an appointment
* Support those requiring intervention and follow up care to access these services
* Engage with a wide range of stakeholders
* Work with the wider Physical Health Checks team to support participants to attend follow up meetings for tests and any on-going physical health treatment.

The post holder will need:

* To focus on the individual person not the diagnosis or service
* To monitor outcomes and evaluate the services
* 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**

* To support the delivery of the physical health checks programme
* Targeting and engaging with individuals on the GP practice mental health registers deemed by the GP as particularly hard to reach
* Delivering the full health check in partnership in the community and other settings i.e. supported accommodation, day centres and home visits
* Following up on health check findings and liaising with social prescriber link workers and if required, the GP, about any onward referrals or interventions required
* Sign-posting and supporting access to other useful organisations and services
* Enabling and facilitating effective liaison between family and professionals including GPs
* Supporting participants so they receive a high-quality experience
* Providing one-to-one support to participants – this can be in person, via telephone or email depending on each individual’s needs
* Developing relationships with local key stakeholders to embed the health check programme within local health and mental health structures to provide exit routes for participants
* To actively promote the service to prospective beneficiaries and to referring stakeholders through attending GP practice meetings, attendance at open days, events and press releases suitable for the audience
* To include all administration duties related to the project, updating and accurately recording participant notes onto NHS system and Mind in Mid Herts CRM system as required
* To monitor project delivery and provide quarterly output and outcome data to MiMH, contributing to the programme report
* To actively collect feedback from participants to monitor quality of the service
* To be responsible for the health, safety and safeguarding of the service participants through adhering and working within the services policies and procedures
* To undertake training relevant to this post; to include phlebotomy, blood pressure and other physical health check related training
* To participate constructively in team meetings and to engage positively in monthly support and supervision
* To work in accordance with the organisation’s policies and procedures
* To act at all times in a manner consistent with the organisation’s code of conduct.

**Additional Requirements**

* Ensuring that all responsibilities are carried out in accordance with procedures and service user/funder requirements
* Adhering to MiMH’s Human Resources policies and procedures as outlined in the 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 service users and our reputation
* Commitment to adhering to Health and Safety guidelines for safe working
* Adherence to legislative requirements
* Adherence to MiMH 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
* Peer Support.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| Senior Support/Outreach Worker Physical Health Checks | **Essential**  **Criteria** | **Desirable**  **Criteria** |
| Qualifications |  |  |
| A professional qualification or equivalent degree related to health or social care |  | **\*** |
| Clean driving licence and use of a car | **\*** |  |
| Skills and Experience |  |  |
| Excellent project coordination skills, with a track record of delivering against targets and objectives |  | **\*** |
| Engaging and working productively with a wide range of both internal and external stakeholders |  | **\*** |
| Training, managing and motivating volunteers |  | **\*** |
| Being creative and flexible working with individuals | **\*** |  |
| Speaking/talking in the community to a variety of audiences |  | **\*** |
| Dealing with stressful and difficult situations in a calm manner | **\*** |  |
| Working some unsocial hours | **\*** |  |
| Communicating confidently and effectively, both verbally and in writing, including excellent telephone skills | **\*** |  |
| Prioritising and managing workload | **\*** |  |
| Working on own initiative and as part of a team | **\*** |  |
| Using initiative, working creatively and flexibly to achieve the objectives of the post | **\*** |  |
| IT literate | **\*** |  |
| Reaching communities that have not historically engaged with mental health services |  | **\*** |
| **Knowledge** |  |  |
| Understanding of, and a personal commitment to, Equality, Diversity, Inclusion and how this applies in particular to mental health services | **\*** |  |
| Anxiety and depression and how it might present in primary care | **\*** |  |
| Health and safety in the workplace policies and procedures | **\*** |  |
| An understanding of the positive impact that physical health checks can have on mental health and the structures that exist within the NHS that can support the physical health of the participants |  | **\*** |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Senior Support/Outreach Worker, Physical Health Checks |
| **Post Reference Number:** | SS/OWPH-25 |

**Using this form**

All fields on this form are to be completed and sent by email to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk), or by post to 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 Herts’ (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.

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 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 Barring 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 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 role? |

**Education**

Please give details of your education and all exams passed.

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

**Relevant Training Courses**

Please give details of 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** |
|  |  |  |

**Personal Statement**

|  |
| --- |
| **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 person 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** |

|  |
| --- |
| 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, for dismissal.

Signature

Date

I agree MiMH 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:

Where did you hear about this vacancy? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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) |

|  |  |  |
| --- | --- | --- |
| 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 affect your access to services or employment. Thank you.*