Mind in Mid Herts

11 Hatfield Road

St Albans

Hertfordshire

AL1 3RR

0330 3208 100

 recruitment@mindinmidherts.org.uk

[www.mindinmidherts.org](http://www.mindinmidherts.org).uk

Dear Applicant,

Thank you for your interest in the **Wellbeing Access Worker** position.

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 **no later than 12 noon Monday 4th December 2023.**

Please note that interviews will be held on **Tuesday 12th 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 and 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.

**About Hertfordshire Partnership University NHS Foundation Trust**

**Trust specific information**

**Working for our organisation**

Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an outstanding organisation with ambitions to match. We are one of just five mental health trusts to achieve an overall rating of 'Outstanding' from the Care Quality Commission, and our aim is to be the leading provider of mental health and specialist learning disability services in the country.

The care we provide makes a fantastic difference to the lives of our service users, their families and carer's - everything is underpinned by choice, independence and equality, with our Trust values embedded throughout.

Our Trust values are:

Welcoming. Kind. Positive. Respectful. Professional. These values are at the core of who we are, everything we do, and how we do it!

**Talking Therapies specific information**

HPFT provides Talking Therapy services across 6 teams in Hertfordshire and mid Essex supporting around 40,000 adults every year to manage their common mental health difficulties.

Our service has over 300 staff including Psychological Wellbeing Practitioners, High Intensity Therapists, Psychologists, Mental Health Support Workers, Managers and Administrators.

Our mission is to welcome everyone and create inclusive teams. We celebrate difference and encourage everyone to join us and be themselves at work. We believe that everyone is entitled to fair and equal services that take account of individual needs and backgrounds. We actively advocate for equality and believe that everyone we meet deserves the same standard of treatment and support.

Our services are focused on delivering high quality therapy and are one of the highest performers in the East of England, with high recovery rates exceeding the national target of 50% and high levels of patient satisfaction.

Six of our teams have accreditation status with the Accreditation Programme for Psychological Therapies Services (APPTS) demonstrating high standards of practice as acknowledged by the British Psychological Society & the Royal College of Psychiatrists.

We deliver a wide range of digital based interventions including traditional telephone therapy, online guided self-help packages.

**Job Description**

|  |  |
| --- | --- |
| **Job title:** | Wellbeing Access Worker |
| **Salary:** | £20,972 per annum pro rata |
| **Contracted hours:** | Full time, 37 hours (job share is possible) |
| **Working base:** | Can be flexible, we have a range of bases covering Mid Hertfordshire including St Albans, Hertford, Welwyn Garden City and Stevenage |
| **Reports to:** | Events & Marketing Officer and Access Lead at HPFT Wellbeing Service |
| **Flexibility required:** | The successful applicant will be required to work some flexible hours outside of normal 9-5 working hours including some evenings and weekends |
| **Closing date:** | Noon, Monday 4th December 2023 |
| **Interview date:** | Tuesday 12th December 2023 |

*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**

Mind in Mid Herts (MiMH) is working in partnership with Herts Mind Network and Hertfordshire Partnership University NHS Foundation Trust (HPFT) Talking Therapies (previously known as IAPT), to promote services and increase referrals across the county.

**Purpose of Post**

The Wellbeing Access Worker will work closely with the HPFT Talking Therapies Service and play a key role in marketing and promoting both its provision and the services MiMH’s offer through a range of means. This will include:

* Attending events to promote the Wellbeing team and MiMH
* Presenting to organisations, groups, and companies to promote services
* Distributing information
* Supporting with online marketing, including social media and website
* Building relationships with key stakeholders, including other Hertfordshire organisations, people who use services, carers and the wider community
* Supporting local food banks and other organisations to enable their participants to access Mind in Mid Herts and the Talking Therapy services.

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

**Accountability**

The post holder will be line-managed by MiMH’s Events and Marketing Officer 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**

* To work in line with the aims of MiMH’s and the Talking Therapies Services to ensure the 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 occasions to support the provision of clinical work within the role – this may include support with wellbeing workshops, admin, facilitating referrals through completing forms, regular contact - drop-ins at family centres.

**Marketing and Promotional Activity**

* To promote and raise the profile of the Talking Therapies Services and MiMH’s partnership within the local community. The aim is to raise awareness within the community of Talking Therapies work and mental health provision and promote awareness of the issues relating to mental health
* To attend community events and conferences – actively promoting both MiMH’s and Talking Therapies Services and other services in the community
* To create and work with colleagues to develop innovative ways to promote Talking Therapies and MiMH services including the use of social media, (e.g., Facebook, X, 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 updating the signposting website
* To promote empowerment and choice of service provision
* To be pro-active in researching promotional opportunities such as local events, flagship days and conferences
* To update local resource information and share this with relevant teams.

**Identifying Pathways**

* To work with the Talking Therapies Services and MiMH to ensure a clear route of support is available, considering appropriate pathways and how these can be navigated
* Active liaison between the Talking Therapies Services and MiMH e.g., sharing of information, cross-promotion and following up queries
* To 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 the referral process between MiMH and the Talking Therapy 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 and the Talking Therapies Services.

**Partnership Working and Building Relationships**

* To deliver presentations on the work of the Talking Therapies Services and MiMH to raise awareness around mental health and challenge stigma
* To 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 Talking Therapies Services and the work of MiMH
* To work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual
* To keep a database of local organisations for signposting and networking.

**Evaluation and Monitoring**

* To develop and deliver 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 and the Talking Therapies Services
* To ensure that all records and confidential information are stored in line with the Data Protection Act
* To ensure the health and safety functions of the organisations are met
* To ensure that databases are kept up to date.

**Professional**

* To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to mental health and primary care services
* To 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 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 organisation’s services specific to the role and appreciation of the impact that poor service has on the people who use our services 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**

|  |  |  |
| --- | --- | --- |
| **Wellbeing Access Worker** | **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 Qualities**  |
| Passionate about the vision and mission of MiMH and the needs of people with mental health problems | **\*** |   |
| Self-motivated with a positive can-do attitude | **\*** |   |
| Ability to work accurately, under pressure, paying attention to detail | **\*** |   |
| A flexible attitude with a willingness to learn | **\*** |   |
| Able to work flexible hours | **\*** |   |
| Creative and flexible approach to working with individuals  | **\*** |  |

**Application Form**

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

**Using this form**

All fields on this form are to be completed and sent by email to 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**  |

|  |
| --- |
| 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 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**

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