Dear Applicant,

Thank you for your interest in the **Mental Health Outreach Worker (Complex Needs Housing)** position. We currently have one vacancy to cover Stevenage and North Herts.

**Being able to drive and having access to your own vehicle is essential for this role.**

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). **We will be responding to applications as they come in and the vacancy will close at the latest on Wednesday 27th March 2024. This means if you are interested, please apply straightaway. Please note that we may close the role sooner if the vacancy is filled.**

We look forward to reading your application.

Yours faithfully,

**Bal Bhathal**

**Office Manager**

**About Mind in Mid Herts**

Do you want to support people with mental health issues? Are you calm, non-judgmental and able to work effectively with people experiencing emotional 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 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.”***

Mind in Mid Herts has a strong track record of delivering care and support working with people on their pathway to recovery. 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.

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

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), Hertford (2009) and Hatfield (2024).

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.

**JOB DESCRIPTION**

Job title: Mental Health Outreach Worker, Complex Needs Housing

Salary: £24,000 - £25,000 per annum

In addition, this role has a yearly staff retention bonus of up to £2,106. This payment is allocated at the discretion of MiMH, depending on performance and other factors

Contracted hours: 37.5 hours (Monday-Friday 9am-5pm)

Duration: 12 months fixed term contract

Working base: One vacancy to cover Stevenage and North Herts

Reports to: Complex MDT Team Leader (Multi-Disciplinary Team)

Flexibility required: Some evenings and/or weekends to attend events/meetings

Checks needed: Enhanced DBS and two satisfactory references

**Background**

This project involves working as a Multi-Disciplinary Team (MDT), with housing teams and Drug and Alcohol Services across District and Borough Councils. These teams work with individuals who are presenting as homeless and have a number of complex needs.

**Purpose of Post**

* To provide advice, information, onward referral and holistic support to clients who are experiencing mental ill health or need support with their mental wellbeing. These will be clients who are presenting to District and Borough Councils as homeless and need intervention and support with their mental health
* To ensure that the safety and wellbeing of the client is monitored and reviewed regularly
* To remain a source of independent support for all clients
* To embed a person centred recovery orientated and trauma informed approach in all aspects of the roles.

**Service Objectives**

The objectives of Hertfordshire Mind Complex Needs MDT are:

* To improve the mental wellbeing of people experiencing mental ill health
* To increase early access to help for people experiencing mental ill health, by providing a clear and effective pathway to services provided by Hertfordshire Mind and other third sector and statutory providers
* To contribute to an improvement in individual mental wellbeing
* To remain a source of independent support for all clients
* To reduce the use of police, anti-social behaviour, tenancy enforcement, housing needs and environmental health services by clients whose primary need is related to mental ill health
* To reduce the use of crisis services by people experiencing mental ill health
* To provide an assertive outreach approach for clients who are in crisis and/ or those that may have complex or multiple needs
* To work collaboratively within an MDT consisting of Change, Grow, Live (CGL), District and Borough Councils, housing teams and other professionals.

**Accountability**

You will be line managed by the Complex Needs MDT Team Leader for Hertfordshire Mind but will manage your own workload, prioritising tasks and working on your own initiative.

**Responsibilities of the Post**

* To receive referrals from the housing teams for clients presenting with homelessness and other complex needs
* To undertake initial contact with clients and complete a holistic needs assessment, making use of assertive outreach work to achieve the initial client contact, if required
* To provide holistic support and advocacy services to clients experiencing mental ill health
* To ensure all person centred risk assessments and support plans are completed as appropriate
* To accompany clients to initial visits and appointments as necessary in order to ensure the sustained use of existing support services in the borough
* To liaise with other agencies to ensure that clients receive appropriate support and continue to remain engaged with the service
* To assist clients to access appropriate mental health services, drug and alcohol services, housing/tenancy services and other services according to assessed needs
* To establish effective pathways across a variety of agencies to maximise and provide effective partnership working
* To work with partners both internal and external to ensure that vulnerable persons’ cases are monitored and risks evaluated in order to promote community safety
* To work with multi agency partners to support the delivery of co-ordinated services for clients where appropriate
* To work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service
* To proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies
* To provide crisis/safeguarding intervention support. This will include responding to problems which pose an immediate risk
* To support clients to build their emotional resilience and crisis planning tools, promoting self-management through building an understanding of their own triggers/coping strategies
* To provide advocacy where requested by clients, accompanying them and ensuring their voice is heard when communicating with other agencies.

**General**

* To ensure compliance with legal, ethical, regulatory and social requirements
* To adhere to all Hertfordshire Mind Covid 19 precautionary measures
* 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, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments
* To ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons
* All information must be maintained within the Data Protection Act
* To be an active and effective team member
* 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 Hertfordshire Mind policies and procedures including the Equalities Statement
* To ensure Hertfordshire Mind values are embedded in the service
* To maintain a professional level of communication at all times
* To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies
* To maintain full accountability to the project through supervision
* To undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors
* Full training for the role will be offered.

**Total Staff Overseen**

* As the service develops there may be line management responsibility for volunteers.

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Mental Health Outreach Worker, Complex Needs Housing** | **Essential/**  **Desirable** |
| **Experience** | |
| A good understanding of mental health conditions | E |
| Experience of working with vulnerable individuals | E |
| Experience of working with those affected by housing difficulties | E |
| Experience of managing a caseload | E |
| Evidence of working to deadlines, and achieving outcomes against targets | E |
| Creative and flexible approach to working with individuals | E |
| Demonstrable understanding of relevant legislation and policies in regards to child and adult at risk protection issues and legal responsibilities, such as the Data Protection Act, Safeguarding Children and Vulnerable Adults, Child Protection | E |
| **Skills and abilities** | |
| Excellent communication skills and ability to develop effective working relationships at all levels | E |
| Ability to work on own initiative whilst retaining teamwork responsibility | E |
| Ability to work within the principles of equal opportunities and diversity | E |
| Maintain personal and professional boundaries | E |
| To maintain confidentiality and adhere to data protection requirements | E |
| An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team | E |
| Ability to deal with stressful and difficult situations in a calm manner | E |
| Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines | E |
| **Knowledge/Qualifications** |  |
| A professional qualification or equivalent degree related to mental health, health or social care | D |
| Knowledge and understanding of housing processes | E |
| Understanding of the principles of advocacy | E |
| Understanding of risk assessment and safety planning | E |
| Evidence of continual professional development | E |
| **Practical** |  |
| Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information | E |
| Car driver with sole ownership of a vehicle, business insurance, a clean driving license and willingness to travel to locations countywide | E |
| **Personal circumstances** |  |
| Able to show flexibility in working location | E |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Mental Health Outreach Worker, Complex Needs Housing |
| **Post Reference Number:** | SSOW-37.5 |

**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** |  |

|  |
| --- |
| 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**

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