Dear Applicant,

Thank you for your interest in the post of Community Support Worker**.** This is an important role in our organisation.

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)

The role will close on **Thursday 25th July 2024 at 5pm** but please note that we may close earlier if we receive sufficient applications.

Interviews will be held on **Wednesday 7th August 2024**.

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 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.”***

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), Hertford (2009) and Hatfield (2024). 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 – Community Support Worker**

Reporting to: Project Officer, Outreach

Responsible for: Delivering mental health services in primary care

Duration: Fixed term contract to 31 March 2025 (extension expected)

Hours: 12 hours per week

Salary: £25,724 per annum, pro rata

Location: St Albans and Harpenden. Travel around the district and other Mind in Mid Herts centres (Stevenage, Hertford, Hatfield) is required

Closing date: 5pm, Thursday 25th July 2024

Interviews: Wednesday 7th August 2024

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 Hatfield. 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**

This is an exciting project working with people referred by GPs in St Albans and district. The role will entail reviewing and identifying needs and resources for people with mental health concerns, their carers and family. This programme includes a preventative and a recovery-orientated approach to all aspects of the service. The approach includes empathy, warmth, acceptance, authenticity, compassion and humanity.

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 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**

1. **General**

* Work closely with the team but manage own workload, prioritising tasks and working on own initiative
* To work in line with the aims and objectives of MiMH
* To build links with Community Psychiatric Nurses (CPN), Community Navigators and the team in the GP surgery (referral partners) and the wider community such as hospital inpatient unit at Albany Lodge, Community Mental Health Team (CMHT), housing organisations, Community Drug Action Team (CDAT) and voluntary sector organisations
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH's quality standards
* To carry out all duties with due regard to MiMH's policies and procedures, including the equalities requirements
* To undertake other duties as may be reasonably determined by the senior management team
* To attend and participate in all continuing professional development (CPD) training both in the GP surgery and MiMH, this will include data protection, data sharing and risk assessment training.

1. **Operational / Service User Related**

* To provide direct community support services to individuals to help promote their social, personal skills and recovery
* To provide information and signposting services
* To provide short term one to one support to people in the community in GP surgeries
* To assess and support people in formulating their own support plan
* To liaise with referrers and staff to receive referrals for people requiring direct community support services, both individually and in groups, to achieve the objectives of their Care Plan
* Within the guidance of the Care Plan to provide a direct community service, which encourages, motivates and builds individuals’ self-esteem and confidence. This will include goal setting and support with social and practical skills development as well as providing information/activity sessions, as agreed by Project Officer
* To gather, record and provide information, both manually and electronically, to monitor the service provided, as required for funding purposes
* To plan, monitor and present cases in order to ensure high standards of documentation and communication regarding outcome decisions
* To offer 1-1 solution focussed support and mentoring as needed, with clinical supervision being provided by your line manager
* To offer telephone and e-mail support to people, as required
* To work with the team to identify progression routes, provide a safe and supported service for people
* 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 and challenge negative self-talk, using solution focussed techniques, within a positive relationship
* To support people into specialist psychiatric services such as the eating disorders team, perinatal care and early onset psychosis services
* To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, service users 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 and involves service users in all the appropriate aspects of the service
* To participate in general office cover at the MiMH office as required
* To undertake any other necessary duties to ensure the smooth and successful development of this project, including administration.

**Scope**

This role will encompass the following:

* Developing and implementing the mental health primary care service in the St Albans and Harpenden area
* Working as a gateway to MiMH and other community services
* Working in partnership with workers from the key partners, CPN and Community Navigators to ensure that people receive appropriate and timely services
* Undertaking all administration tasks associated with providing support services, including gathering statistical information, mailing information, communicating with team members and maintaining office systems
* Assisting with the completion of all paperwork relating to MiMH evaluating and reporting, in a timely manner
* Ensuring all records including need and safety assessments are completed and updated in collaboration with the requirements of partners
* Ensuring feedback from people is monitored and reviewed constantly
* Attending training and meetings as agreed with the line manager
* Being open to opportunities for personal development.

**Additional Requirements**

* Ensuring all responsibilities are met in accordance with procedures and service user/funder requirements
* Adherence to MiMH Human Resources policies and procedures, as outlined in our 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 our service users and our reputation
* Commitment to adhering to Health and Safety guidelines for safe working
* Adherence to legislative requirements
* 2 months’ notice period.

**Benefits**

* 25 days paid holiday per year, April 4th – April 3rd (pro rata for part time staff)
* Statutory bank and public holidays (pro rata for part time staff)
* A contributory pension scheme
* 3 additional days’ leave – Birthday Leave, Wellbeing Day, Volunteering Day (for Mind in Mid Herts)
* Staff Training and Development
* Peer Support.

**Person Specification**

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| --- | --- | --- |
| **Community Support Worker** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree in counselling, psychotherapy, psychology, health or social work ( someone in training will be considered) | **\*** |  |
| Clean driving licence and use of a car | **\*** |  |
| **Skills and Experience** |  |  |
| Experience of working with people with mental health needs both 1-1 and in groups | **\*** |  |
| Creative and flexible approach to working with individuals | **\*** |  |
| Ability to develop good therapeutic relationships with service users | **\*** |  |
| Ability to deliver short term task orientated interventions | **\*** |  |
| Knowledge of anxiety and depression and how it may present in primary care | **\*** |  |
| 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 service users and carers in all aspects of the work | **\*** |  |
| Willing and able to work flexible hours | **\*** |  |
| Ability to communicate confidently and effectively, both verbally and in writing, including excellent telephone skills | **\*** |  |
| Ability to prioritise and manage workload | **\*** |  |
| Ability to maintain accurate and detailed records | **\*** |  |
| Ability to monitor and evaluate services effectively |  | **\*** |
| Experience of implementing and using Short Warwick Edinburgh Mental wellbeing scale (SWEMWBS) and IAPT questionnaires for measuring and monitoring purposes |  | **\*** |
| IT literate | **\*** |  |
| Knowledge of Microsoft PowerPoint, Publisher, Access and Excel |  | **\*** |
| Direct or indirect experience of mental health problems |  | **\*** |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Community Support Worker |
| **Post Reference Number:** | CSW/12 |

**Using this form**

All fields on this form are to be completed and sent to [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.

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 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**

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| --- |
| **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 |

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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.*