Dear Applicant,

Thank you for your interest in the Training Officer position. 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) no later than **12 noon, Wednesday 9th October 2024**.

Interviews will be held on **Thursday 24th October 2024**.

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)
* Crisis Support – alternative to A&E
* Peer support – these groups are led by people with lived experience**JOB DESCRIPTION, Training Officer**

“Working at Mind in Mid Herts has been a truly amazing and unforgettable experience and is something I will appreciate always, it’s hard to put it into words, really! I am so grateful for the opportunities I’ve had and the incredible people I’ve been able to work alongside. I am really sad to be leaving and will miss everyone so much, I wanted to say a huge thank you to you as well for all the support since I first started, I feel like I’ve come a really long way and have grown so much as a person since the start of my journey at Mind in Mid Herts which is something I appreciate so much.”

Reporting to: Head of Training

Responsible for: Delivering training courses, workshops and talks on mental health topics

Duration: Fixed Term Contract 12 Months

Hours: Full time, 37 hours per week, flexibility required. A job share would be considered

Salary: £25,000 per annum

Location: Can be flexible at one of our four centres (St Albans, Stevenage, Hertford and Hatfield). Travel will be required.

Closing date: 12 noon Wednesday 9th October 2024

Interviews: Thursday 24th October 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.

**Overview**

An excellent opportunity has arisen for a Training Officer to become part of the Mind in Mid Herts team based in Hertfordshire. Working closely with the Head of Training and senior managers, this role will assist with the income generation of the training department and the continuing professional development (CPD) of all staff and volunteers. This is a great opportunity for the right person to be creative and identify opportunities where they can really make a difference.

**Accountability**

The post holder will be line-managed by a member of the senior management team but will manage their own workload, prioritising tasks and working on their own initiative.

**Roles & Responsibilities**

* This is a strategic role in terms of creating, promoting, and delivering training courses/workshops, and giving talks on resilience, preventing self-harm and mental health awareness.
* The post-holder will be responsible for improving MiMH’s staff and volunteers practice and knowledge by delivering mandatory and skills training.
* This post will also ensure that staff and volunteer training and induction programmes are fully compliant with the organisation’s policies and procedures.
* The post-holder will be responsible for maintaining administration and records of courses to meet funding and customer reporting requirements.
* The post-holder will be responsible for maintaining the quality and reputation of MiMH.

**Specific Duties**

* To create and deliver bespoke and core training to MiMH’s customer and partners.
* To manage and respond to new enquiries for training and workshops.
* To manage and facilitate a programme of recovery-based training for people who use our services, and community-based and workplace wellbeing workshops and courses, including the development of our programme and supporting volunteers in delivery.
* To deliver a training programme for all staff and volunteers for their CPD, involving other managers as necessary
* To have overall responsibility for administrative tasks and record-keeping in relation to training duties
* To attend meetings and training courses as required, including team, monthly supervision and annual appraisal with line manager.
* To liaise with the Head of Training & Development to promote and market the programme of training and development to outside agencies and the public, involving all MiMH managers and staff.

**General Duties**

* To provide verbal and written reports as may be required by senior managers and the MiMH Trustees / Committee
* To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, service users and carers
* To be committed to the work and purpose of MiMH and to promote team working.
* To always work in accordance with the organisation’s policies and procedures.

**Additional Requirements**

* Ensuring that all responsibilities are met in accordance with procedures and 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
* Commitment to adhering to Health and Safety guidelines for safe working
* Adherence to legislative requirements
* Adherence to all Mind in Mid Herts Covid-19 precautionary measures
* 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 and Volunteering Day (for Mind in Mid Herts)
* Staff Training and Development
* Peer Support.

**PERSON SPECIFICATION**

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| --- | --- | --- |
| Training Officer | **Essential** | **Desirable** |
| Qualifications |  |  |
| A professional qualification or equivalent degree related to training, health, social care or marketing and business | **✓** |  |
| Clean driving licence and use of a car | **✓** |  |
| Experience |  |  |
| Sales and marketing |  | **✓** |
| Recruiting, training, supervising, and developing people |  | **✓** |
| Being creative and flexible working with people | **✓** |  |
| Developing and delivering training courses and workshops | **✓** |  |
| Using initiative, working creatively and flexibly to achieve the objectives of the organisation | **✓** |  |
| Prioritising and managing workload | **✓** |  |
| Working with and motivating a multi-disciplinary team |  | **✓** |
| Facilitating and managing meetings | **✓** |  |
| Working on own initiative and as part of a team | **✓** |  |
| Dealing with stressful and difficult situations in a calm manner | **✓** |  |
| Communicating confidently and effectively, both verbally and in writing, including excellent telephone skills | **✓** |  |
| **Knowledge and Skills** |  |  |
| Health and safety in the workplace, including policies and procedures |  | **✓** |
| Anxiety and depression, and how it might present in primary care | **✓** |  |
| IT, including Word, Outlook, Excel, PowerPoint, and digital media | **✓** |  |

|  |  |  |
| --- | --- | --- |
| Understanding of equality and diversity practices and how these apply to mental health services | **✓** |  |
| **Practical** |  |  |
| A can-do attitude | **✓** |  |
| Working some unsocial hours | **✓** |  |
| Able to show flexibility in working location due to the requirement to provide county-wide provision | **✓** |  |
| A flexible attitude with a willingness to learn | **✓** |  |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Training Officer |
| **Post Reference Number:** | TO/37 |

**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 process? |

**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**

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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.*