Dear Applicant,

Thank you for your interest in the **Project Officer, Hatfield and Hertford** 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, Friday 18th October 2024.**

Interviews will be held on **Friday 1st November 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) and 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, Project Officer, Hatfield & Hertford**

Reporting to: Team Lead

Responsible for: Managing social support services for Hatfield and Hertford

Duration: 12 months fixed term contract

Hours: Part time – 19 hours per week (flexibility required)

Salary: £ 27,128 per annum, pro rata

Location: Hatfield and Hertford, with occasional travel to the other Mind in Mid Herts centres (St Albans and Stevenage)

Closing date: 12 noon, Friday 18th October 2024

Interviews: Friday 1st November 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.*

**Purpose of Post**

To work with staff, volunteers and our partners to ensure people are offered 1-1 sessions, telephone and group support. Embedding a recovery orientated approach to all aspects of the role and responsibilities will be key. The recovery approach includes empathy, warmth, acceptance, authenticity, compassion and humanity.

The Project Officer will need:

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

This role will report to the Team Lead and will include the following responsibilities:

**1. Operational /Service User**

* To assess and support the people who use our service formulating their own support plan
* To work with people to ensure a pathway of support is available
* To assess, plan, implement and evaluate individual user led support and recovery plans
* To act as duty worker, and provide crisis intervention as appropriate, to known and unknown people who present to our services
* To plan, monitor and present cases in order to ensure high standards of documentation and communication regarding outcome decisions
* To develop support groups (facilitating if needed), building a team of volunteers to support with group facilitation
* To provide supervision to support workers and volunteers
* To work closely with our team and partners in the community
* To offer telephone and e-mail support as needed
* To work with the team to identify progression routes and provide a safe and supported exit for service users
* 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 within a positive relationship challenge negative self-talk using solution focused techniques
* To support people to access community groups that enable them to participate in local community activities and maintain their independence
* To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partners, people who use our services and carers
* To assist with the provision of training for staff, volunteers and partners in regard to mental health awareness
* 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
* To involve the people who use our services in every aspect of the service and encourage co-production.

**2. General**

* To be line managed by Mind in Mid Herts and to work closely with the team but to manage own workload, prioritising tasks and working on own initiative
* To work in line with the aims and objectives of Mind in Mid Herts
* To build good links with referral partners and the wider community, such as Community Mental Health Teams, Housing Organisations, Drug and Alcohol Services, GPs and the Voluntary Sector
* To maintain up to date knowledge of legislation, national and local policies and issues in relation to mental health
* To adhere to Health and Safety/Safeguarding guidelines to ensure safe working
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH quality standards
* At all times to carry out every aspect of your duties with due regard to MiMH policies and procedures including the Equalities statement
* To undertake other duties as may be reasonably determined by your line manager, the Head of Services and other senior managers
* To carry out administrative/housekeeping duties (ensuring good record keeping on: attendances, payments, banking, accounts, compliments, comments, concerns, complaints and incident folders)
* Monitoring/reporting – to include inputting service user demographics and attendance data on the database, quarterly reporting to funders and preparing monthly reports where required
* To take responsibility for organising rotas for staff and the duty worker at the centres ensuring good practice and safeguarding needs are met
* To prepare the weekly Health & Safety and Fire Safety checklist.

**3. Scope**

* To provide a responsive and person centred service through individual and group work with the people who use our service to include working one to one with individuals in crisis and overseeing group facilitation
* To provide advice and information to organisations, projects and the general public to promote the services by means of telephone, email, and face to face contact
* To develop and complete individual safety assessments and reviews for all the people who use our services
* To advise the Head of Services of any needs or concerns involved in the delivery of this service
* To act as the focal point for contacts and communications relating to the centre and its services and to ensure enquiries are responded to within 2 working days
* To carry out daily duties to assist the running of the centre’s facilities, to include housekeeping, building maintenance and health and safety checks
* To promote, recruit and develop volunteers, with regular supervision and reviews
* To develop, create, promote and administer courses and other centre services.

**Additional Requirements**

* Ensuring that all responsibilities are carried out 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 and/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 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**

|  |  |  |
| --- | --- | --- |
| **Project Officer** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree/experience related to health and social care | **\*** |  |
| Clean driving licence and use of a car | **\*** |  |
| **Knowledge & Experience** |  |  |
| Experience of managing and supervising a team | **\*** |  |
| Experience of and ability to work with people with mental health needs – both 1-1 and in groups | **\*** |  |
| A knowledge of Health & Safety in workplace settings |  | **\*** |
| Experience of facilitating and managing meetings |  | **\*** |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services | **\*** |  |
| **Skills** |  |  |
| Ability to support and motivate in a team setting | \* |  |
| A creative and flexible approach to working with individuals | \* |  |
| Ability to develop good therapeutic relationships with people who use our services | \* |  |
| Ability to deliver short term task orientated interventions | \* |  |
| 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 our services and carers in all aspects of the work | \* |  |
| Confident and effective communicator both verbally and written to include excellent telephone skills | \* |  |
| IT literate | \* |  |
| Ability to successfully translate plans into action | \* |  |
| Ability to prioritise and effectively manage time and resources to achieve best outcomes | \* |  |
| Recording and reporting on services | \* |  |
| Ability to work flexible hours | \* |  |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Project Officer, Hatfield & Hertford |
| **Post Reference Number:** | PO/19 |

**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**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

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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.*