Dear Applicant,

Thank you for your interest in the **Senior Support Worker, Outreach position**. This is an important role in our organisation.

**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 no later than **12** **noon, Wednesday 9th April 2025**.

Interviews will be held on **TBC**.

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 3171 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, Senior Support Worker, Outreach – St Albans, Harpenden and Royston**

Reporting to: Project Officer, Outreach

Responsible for: Developing and implementing outreach services in the St Albans, Harpenden and Royston area.

Duration: 12 months fixed term contract

Hours: Part time, 26 hours per week (flexibility required) with the possibility of extension of hours

Salary: £23,184 per annum (pro rata)

Location: Base will be the Mind in Mid Herts St Albans office. Travel around the St Albans and Harpenden and Royston Area with occasional travel to our other offices in Hertfordshire (Stevenage, Hertford and Hatfield)

Closing date: Wednesday 9th April 2025

Interviews: TBC

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**

To work with the staff, volunteers and our partners, particularly supporting Project Officers to ensure service users 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 Senior Support Worker 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**

* To be line managed by the Project Officer, Outreach 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 MiMH
* 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.

**General Responsibilities**

* To develop and co-facilitate support groups in the Harpenden area and the Royston area, working closely with our team and partners in the community
* To gather, record and provide information, both manually and electronically, to monitor the service provided, as required for funding purposes
* To offer 1-1 support and mentoring as needed, with clinical supervision being provided by your line manager
* To deliver 1-1 short term intervention support for the thrive young person’s clinic working closely with the GP’s at Park Bury house in St Albans.
* To offer telephone and e-mail support to service users, as required
* 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 challenge negative self-talk, using solution focussed techniques, within a positive relationship
* To support people who use our services 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, 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 involve 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 the outreach project, including administration.

**Scope**

This role will report to the Project Officer, Outreach and will encompass the following:

* Developing and implementing the targeted outreach service, in the Harpenden and St Albans and Royston area of Hertfordshire
* Working as a gateway to MiMH and other community services
* Identifying and making contact with people through a range of outreach and referral methods
* Working in partnership with workers from key service providers to ensure that people who use MiMH’s services 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 need and safety assessments are completed and updated in collaboration with the people who use our services
* 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 the need for, 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 service offering 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
* Adherence to all MiMH’s 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**

|  |  |  |
| --- | --- | --- |
| Senior Support Worker | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree related to health and social care (people in training will be considered) | **\*** |  |
| Clean driving licence and use of a car | **\*** |  |
| Knowledge and Experience |  |  |
| Experience of working with children and young people | **\*** |  |
| Experience of working with people with mental health needs both 1-1 and in groups | **\*** |  |
| Knowledge of anxiety and depression and how it may present in primary care | **\*** |  |
| A knowledge of Health & Safety in workplace settings |  | **\*** |
| **Skills and Abilities**  |  |  |
| Creative and flexible approach to working with individuals | **\*** |  |
| Ability to develop good therapeutic relationships with people who use 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 services and carers in all aspects of the work | **\*** |  |
| To work some unsocial hours | **\*** |  |
| Ability to communicate confidently and effectively, both verbally and in writing, including excellent telephone skills | **\*** |  |
| Ability to prioritise and manage workload | **\*** |  |
| IT literate | **\*** |  |
| Recording, reporting and monitoring |  | **\*** |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services | **\*** |  |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Senior Support Worker, Outreach  |
| **Post Reference Number:** | SSOW/26 |

**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 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**

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