Dear Applicant,

Thank you for your interest in the **Senior Support Worker (Hatfield/ Welwyn Garden City)** 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) **by 12 noon, on Monday 14th April 2025.**

Interviews will be held on **Thursday 24th April 2025.**

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 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.”***

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).

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, Hatfield/ Welwyn Garden City**

Reporting to: Project Officer

Responsible for: Delivering and assisting with support services for individuals and groups of people

Duration: Fixed Term Contract 12 Months

Hours: Part time, 12 hours per week, flexibility required

Salary: £23,492 per annum, pro rata

Location: Hatfield & Welwyn Garden City, with occasional travel to other Mind in Mid Herts Centres (St. Albans, Stevenage and Hertford)

Closing date: 12 noon, Monday 14th April 2025

Interviews: Thursday 24th April 2025 in Hatfield

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 Welwyn Garden City/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 the Project Officer 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**

1. **Operational /Service User**

* To assess and support service users in formulating their own support plan
* To work with the Project Officer to ensure a clear route of support is available
* To assess, plan, implement and evaluate individual user led support and recovery plans
* To facilitate support groups working closely with our team and partners in the community
* To offer telephone and e-mail support as needed to service users
* 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 service users
* To promote empowerment and choice and support individuals to identify their own achievable and realistic goals and agree objectives to aid recovery
* To support service users 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 service users 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
* To involve service users in every aspect of the service.

1. **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 attend appropriate meetings to receive and provide information relating to services provided
* To build good links with referral partners and the wider community, such as Community Mental Health Teams (CMHTs), Housing Organisations, Community Drug and Alcohol Teams (CDATs), 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 participate in regular supervision sessions, staff meetings and all mandatory training as required
* To participate in general office cover as required
* To undertake any other necessary duties to ensure the smooth and successful development of the project, including administration
* 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 and the CEO.

**Scope**

This role will report to the Project Officer and will include the following responsibilities:

* To provide a responsive and individualised service through individual and group work with service users to include working one to one with individuals in crisis and acting as groups’ facilitator
* To provide support to service users in crisis situations
* To act as Duty Worker when required
* To oversee the running of the centre in the absence of the Project Officer
* To provide advice and information to organisations, projects and the general public by means of telephone, email, and face to face contact, and to cover reception when required
* To complete individual risk assessments for service users
* To gather, record and provide information both manually and electronically, to monitor the service provided, as required for funding purposes
* To adhere to Health and Safety/Safeguarding guidelines to ensure safe working
* 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
* To carry out daily duties to assist the running of the centre’s facilities, to include housekeeping etc.
* To provide support to volunteers
* To promote and administer Living Well courses and other centre services.

**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 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**

|  |  |  |
| --- | --- | --- |
| Senior Support Worker | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree related to health and social care | **\*** |  |
| Clean driving licence and use of a car |  | **\*** |
| Experience |  |  |
| Experience of managing and supervising a team |  | **\*** |
| Ability to support and motivate in a team setting | **\*** |  |
| Experience of and ability to work with people with mental health needs – both 1-1 and in groups | **\*** |  |
| A 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 | **\*** |  |
| Experience of managing and supervising staff & volunteers |  | **\*** |
| 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 | **\*** |  |
| Confident and effective communicator both verbally and written, to include excellent telephone skills | **\*** |  |
| IT literate | **\*** |  |
| A knowledge of Health & Safety in workplace settings |  | **\*** |
| Ability to successfully translate plans into action | **\*** |  |
| Experience of facilitating and managing meetings | **\*** |  |
| Ability to prioritise and effectively manage time and resources to achieve best outcomes | **\*** |  |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services | **\*** |  |
| Ability to work flexible hours | **\*** |  |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Senior Support Worker, Hatfield/Welwyn Garden City |
| **Post Reference Number:** | SSW/12 |

**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.

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| --- | --- | --- |
| **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**

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| --- |
| **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.*