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| S:\NEW MINDOUT LOGOS\JPEG format\NEW MindOut new logo.jpg | **Community Base****113 Queens Road****Brighton****BN1 3XG**t: 01273 234839e: info@mindout.org.ukreg. company no. 7441667Charity Number 1140098 |

November 2018

Dear Applicant,

Thank you for your interest in the **Advocacy Senior Practitioner post** at MindOut.

Enclosed with the application pack are:

* a job description
* a person specification
* background information about the project
* an application form

If you would like this information in another format, e.g. large print or audio, please let us know.

The post is for 35 hours per week to be worked over 5 days, including regular evening and weekend work. Funding is confirmed to June 2021.The post holder will be based in our office at Community Base, 113 Queens Road, Brighton. The salary is £25,500 pa, paid monthly in arrears. Holiday entitlement is 29 days a year, excluding Bank Holidays. MindOut provides a 5% contribution to a group pension scheme to match employee contribution. The post is subject to a probationary period of 6 months.

Applications will be judged according to the criteria of the job description and person specification as required by our Equality, Diversity & Anti-discrimination and Recruitment Policies. Please make sure you answer every point in the person specification on your application form, paying attention to essential criteria. All successful applicants are subject to an enhanced DBS Disclosure.

Please return your application form to myself at the above address. I regret we are unable to accept late applications. The closing date for applications is **5pm Wednesday 28th November** and interviews will be held on **Monday 3rd December.**

Yours sincerely,

Jason Saw

Service Manager, MindOut

**MindOut**

**Lesbian, Gay, Bisexual, Transgender and Queer Mental Health Service**

**Job Description**

**Job Title**  Advocacy Senior Practitioner

**Responsible to**  Service Manager

**Summary of Duties**

* to provide case work advocacy for LGBTQ people experiencing urgent need, hardship and/or crisis
* to provide line management supervision to a team of mental health advocacy workers and line management to a trans advocacy service.
* to promote self advocacy, peer advocacy and group advocacy for LGBTQ people
* to provide support, supervision and operational management for MindOut services in the absence of key management staff

**Main Tasks**

**Senior Practitioner Responsibilities**

* + to hold regular supervision meetings with advocacy workers
	+ to carry out probationary and annual appraisals with advocacy workers
	+ to ensure good quality operation of MindOut’s advocacy, online support and advice and information services
	+ to monitor and evaluate service delivery
	+ to ensure appropriate line management support for MindOut’s volunteer teams

**Advocacy**

* liaise with individual service users to determine their need for support, guidance, representation and information around issues relating to hardship and/or crisis
* provide general information on: legal, human and civil rights; welfare rights; housing; primary care, urgent care and mental health services
* support service users in self-advocacy, expressing opinions, concerns and complaints about their care and treatment
* to ensure service users are aware of their options and support them to make informed decisions about their wellbeing, treatment and care
* to manage an advocacy caseload and ensure service users are kept informed and up to date on any work being carried out on their behalf
* accompany or represent service users at decision making meetings, including clinical assessments
* to assist service users to identify issues of collective concern and to support service users to take these forward
* deliver advocacy related workshops and courses to MindOut service users and external service user groups
* to work to agreed case work standards, recording, referral, monitoring and evaluation systems
* maintain strict confidentiality with regard to information given by and information about service users
* liaise closely with the MindOut Team Leader around case management and allocation
* to provide outreach to minority LGBTQ communities to help ensure the service is accessible

**Advocacy Related**

* monitor issues of general concern in the delivery and quality of services and contribute to MindOut’s policy and developmental role
* liaise with statutory and voluntary sector service providers on issues which arise from the course of the work
* to develop partnership working around issues of collective concern and to liaise closely with Healthwatch
* provide information and advice on legal and rights issues to other professionals
* contribute to service development, quality assurance and staff training on advocacy and related issues
* maintain links with service user groups and other bodies as appropriate, to ensure that advocacy development remains centred on service users’ perceived needs
* to maintain awareness of advocacy and trans related issues and developments on a national basis

**General Responsibilities**

* attend as appropriate meetings with the Service Manager, staff team and the MindOut/Allsorts Urgent Need Advocacy Service
* prepare regular reports as required by the Service Manager and the MindOut/Allsorts Urgent Need Advocacy Service
* carry out other such tasks as appropriate in negotiation with the Service Manager, which may be reasonably expected
* carry out all responsibilities with regard to MindOut’s Equality, Diversity and Anti-discrimination Policy and all other policies
* to participate in relevant training and self development
* the post holder will be responsible for undertaking their own administration
* to publicise and promote MindOut’s work
* to contribute to the development of MindOut’s services
* to contribute to fundraising for the organisation
* to provide cover when needed for other MindOut services
* to deputise in the absence of key management staff
* to undertake any other duties as may be required from time to time

This job description will be reviewed periodically with the post holder to take account of changing demands.

**PERSON SPECIFICATION**

Outlined below are the experience, skills, knowledge and competencies required to carry out the tasks described within the job description. Please ensure that you use examples to demonstrate that you meet each individual criterion on your application form. Criteria marked ‘A’ will be used to shortlist candidates and criteria marked ‘I’ will be assessed during the interview stage. Criteria marked E are Essential and D are desirable for the role.

| No. |  | **Assessment****Process** | **Essential/****Desirable** |
| --- | --- | --- | --- |
|  | **Experience** |  |  |
| 1 | Experience of working within the health and social care field.  | A&I | E |
| 2 | Experience and understanding of mental health issues. Personal experience will be viewed positively. | A&I | E |
| 3 | Personal understanding and experience of lesbian, gay, bisexual, trans and queer issues | A&I | E |
| 4 | Experience of an affirmative approach to LGBTQ mental health issues | A & I | E |
| 5 | Experience of delivering advocacy, including LGBTQ mental health advocacy | A & I | D |
| 6 | Experience of working to Advocacy Quality Performance Mark standards | A&I | D |
|  |  |  |  |
|  | **Skills** |  |  |
| 7 | Demonstrable ability to advocate on the behalf of others. I.e. good negotiation and problem solving skills. | A & I | E |
| 8 | Ability to prioritise and organise own caseload and maintain up to date records of work undertaken. | A & I | E |
| 9 | Proven ability to engage with vulnerable adults and people in distress  | A & I | E |
| 10 | Proven ability to establish and maintain effective relationships with professionals and partners via multi-agency working | A&I | E |
| 11 | Written and oral communication is concise and accurate. Ability to prepare and provide written and verbal reports. | A & I | E |
| 12 | Ability to work flexibly as part of a team and on your own initiative. | A&I | E |
| 13 | Ability to manage an advocacy service, including the supervision and line management of an experienced advocacy team.  | A&I | E |
| 14 | Ability to work alongside, support and manage volunteers | A&I | E |
|  | **Knowledge** |  |  |
| 15 | Understanding of and demonstrable commitment to service user empowerment and service user participation. | A & I | E |
| 16 | Understanding of and demonstrable commitment to equal opportunities and understanding of intersectionality and diversity within LGBTQ communities | A&I | E |
| 17 | Accredited training in advocacy, e.g. National Advocacy Qualification |  A&I | D |
| 18 | Knowledge and understanding of mental health services and mental health legislation, particularly in relation to urgent care |  A&! | E |

**MindOut Recruitment information November 2018**

**Who we are**

MindOut is run by and for LGBTQ people with experience of mental health issues. Our services are impartial, independent, non-judgmental, confidential and person-centred. Service user participation is key in all aspects of planning, delivery and governance of the organisation and its services.

Our Vision is a world where the mental health of LGBTQ communities is a priority, free from stigma, respected and recognised.

Our Mission is to improve the wellbeing of LGBTQ people who experience mental health issues, reduce mental health stigma, and promote positive mental health amongst LGBTQ communities.

Our aims are to:

* improve mental wellbeing for LGBTQ people
* reduce social isolation in LGBTQ communities
* reduce suicidal distress in LGBTQ communities
* reduce stigma associated with mental health
* improve mental health services for LGBTQ people

Our values and principles are:

* MindOut is run by and for LGBTQ people with lived experience of mental health issues
* Wellbeing includes all aspects of mental, physical and emotional health, across the whole range of mental health issues
* LGBTQ mental health is a collective concern for LGBTQ communities
* We work to promote equality and the diversity of our communities and the principle of accessible and safe spaces
* Our work is co-produced by service users, volunteers and staff; this applies to research, development, design, promotion and delivery
* Service users are engaged at all levels of the organisation and supported to volunteer, apply for paid work and become Trustees
* We work to continuously improve all we do
* We invest in our workforce

Our services include:

* advice and information
* mental health advocacy, including urgent need advocacy
* trans specific advocacy
* peer support group work
* peer mentoring
* a low cost counselling service
* on-line support
* wellbeing courses and workshops
* suicide prevention initiatives, including Out of the Blue peer support group
* social groups and outings
* LGBTQ affirmative practice training and trans awareness training

**LGBTQ Advocacy Service**

You will work as part of MindOut’s Advocacy Team. Managed and led by a Team Leader, we have a general mental health advocacy worker and a housing specialist advocacy worker. You will maintain a case load of work with individuals as well as bringing together groups of people with collective issues. You will respond to new clients and urgent referrals alongside your colleagues.

You will work with the rest of the MindOut team to ensure that staff and volunteers support each other to ensure that service users’ needs are met and that all of our services run smoothly.

**MindOut’s History**

For the first 12 years, MindOut was a project within Mind in Brighton and Hove. From 1st April 2011 MindOut became an independent organisation, a charity and a company limited by guarantee. We moved to offices at Community Base.

**Staff Team**

The MindOut staff team consists of the Chief Executive, Service Manager, Advocacy Senior Practitioner, Counselling Coordinator, three Advocacy Workers, a Suicide Prevention Worker, a Peer Support worker, a Business Development Manager, two Administrators and two Group Workers working between 5 and 7 hours per week.

**Volunteer Team**

Currently MindOut has 35 volunteers working on the Counselling, Peer Mentoring, online and group work services.

**Board of Trustees**

MindOut’s Executive Committee has 6 Trustees, led by our Chair, Alison France



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| **Please complete in type or black ink** |

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| **Application for the appointment of:** | Advocacy Senior Practitioner |

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| **PERSONAL DETAILS (IN BLOCK CAPITAL LETTERS)** |

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| --- | --- | --- | --- | --- | --- |
| **SURNAME & TITLE** |  |  |  | **ADDRESS** |  |
|  |  |
| **Preferred Pronoun** |  |  |  |
|  |  |  |  |
| **FIRST NAME** |  |  |  |
|  |  |
| **TEL Home:** |  | **Work:** |  | **Mobile:** |  |
|  |  |
| **Email** |  |
|  |  |
| If you are currently employed, may we contact you discreetly at work? | Yes/No |

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| **EDUCATION AND TRAINING** |
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| Please give details of your educational qualifications and experience including short courses where appropriate. Please continue on additional sheets if you need to expand this section. |
|  |
| **Venue** | **Date** | **Courses/Qualifications** |
|  |  |  |

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| **EMPLOYMENT HISTORY (INCLUDING VOLUNTARY WORK)** |
|  |
| **List in date order with present or most recent first** |
|  |
| Please continue on additional sheets if you need to expand this section. |

| **Name and Address of Employer** | **Job title and brief description of responsibilities** | **From** | **To** | **Reasons for leaving** |
| --- | --- | --- | --- | --- |
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| If you are currently employed, please state your notice period: |  |

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| **GAPS IN EDUCATION/EMPLOYMENT HISTORY** |
|  |
| **If you have any gaps of 6 months or more in your education/employment history, please let us know in the following table.** Please continue on additional sheets if you need to expand this section. |

| **From** | **To** | **Reasons for gap** |
| --- | --- | --- |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE RELEVANT TO THE POST** |
|  |
| This is the most important part of the form. The person specification lists the knowledge and skills you need to do the job. These will not necessarily be gained through paid employment. They can also be gained through voluntary work and life experience. If you do not meet all the criteria it is unlikely that you will be short listed for interview. |
|  |
| When completing this section it is useful to use the criteria listed in the person specification as headings and under these please give examples by referring to your professional, academic, personal life or voluntary work. Use extra sheets if you need to and make sure they are clearly marked with your name and the title of the job for which you are applying.  |
|  |
| **Knowledge, skills and experience relevant to the post: Statement** |
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| **Knowledge, skills and experience relevant to the post (continuation)** |
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I confirm that to the best of my knowledge the information given on this form is true and correct and can be treated as part of any subsequent contract of employment.

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| --- | --- | --- | --- |
| Signature |  | Date: |  |

| **REFERENCES** |
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| Please give details of two people to whom we can apply for references concerning your suitability for this post. One of these should be your current or most recent employer. Please note we **DO NOT** accept friends or family members as referees. If you do not wish us to contact either referee before informing you, please make this clear. Any offer of employment will be subject to satisfactory references. |
|  |
| Name: |  | Name: |  |
|  |  |  |  |
| Job Title: |  | Job Title: |  |
|  |  |  |  |
| In what capacity do you know them? |  | In what capacity do you know them? |  |
|  |  |  |  |
| Address: |  | Address: |  |
|  |  |  |  |
| Post code: |  | Post code: |  |
|  |  |  |  |
| Telephone: |  | Telephone: |  |
|  |  |  |  |
| E-mail: |  | E-mail |  |
|  |  |  |  |
| Can we contact before interview? |  | Can we contact before interview? |  |

| **APPLICANTS WITH DISABILITIES** |
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|  |
| MindOut LGBTQ Mental Health Service is committed to employing people with disabilities. Please state any arrangements we can make to assist you, if called for interview or appointed to the post: |
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| **Disciplinary /Criminal Record** |
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|  |
| MindOut undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.  |
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| **Disciplinary**: Have you ever been the subject of disciplinary action in the past? No [x]  Yes [ ]  **If Yes**, please give details below

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Employer** | **Subject** | **Outcome** |
|  |  |  |  |

**Convictions**: Have you ever been cautioned by the police or convicted of a criminal offence? No[ ]  Yes [ ]   Have you ever been referred to the children’s or adult’s ‘barred’ list? No[ ]  Yes [ ]  **If Yes to either question,** please give details on a separate sheet. Note, this should exclude any spent convictions under Section 4(2) of the Rehabilitation of Offenders Act 1974, unless the job for which you are applying involves working directly with vulnerable adults, in which case both spent and unspent convictions cautions, bind overs and pending prosecutions must be declared. |

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| **PRIVACY NOTICE** |
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| MindOut needs to keep and process information about you for the purposes of considering your job application. This includes information enabling us to consider your suitability for the role; in order to comply with any legal requirements; to pursue the Legitimate Interests of the Charity and to protect our legal position in the event of legal proceedings. The sort of information we hold includes your contact details; your application form and references; correspondence with or about you; and your performance in any interview(s), if offered. Much of the information we hold will have been provided by you, but some may come from other sources, such as interviewers and referees.We may process special categories of information, including (but not limited to) your racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership, biometric data or sexual orientation. Our handling of this data will be subject to our Equal Opportunities in Employment policy, and will be done on the Legal Basis of Legitimate Interest on condition of Article 9(2):b; j of the GDPR.We may also process data about criminal offences. Our handling if this data will be done on the Legal Basis of Legitimate Interest on condition of Article 10 of the GDPR, consistent with applicable Employment Law. We will keep data relating to your application for up to one year. This is to allow us time to process your application, including if the same or a similar post is re-recruited and you wish to apply; to fulfil our Equal Opportunities in Employment policy; and to protect our legal position in the event of legal proceedings.You have various rights considering your data under the relevant legislation, including the right to be informed; the right of access; the right to rectification; the right to erase; the right to restrict processing; the right to data portability; the right to object; rights in relation to automated decision making and profiling. For more information about your rights, please contact us and/or consult the Information Commissioner's Office. |

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| **THIS SECTION WILL BE DETACHED AND WILL NOT BE SEEN BY THE SELECTION PANEL. IT WILL BE USED ONLY FOR MONITORING PURPOSES** |

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| **EQUAL OPPORTUNITIES IN EMPLOYMENT – STATEMENT OF POLICY** |
|  |
| MindOut LGBTQ Mental Health Service is an equal opportunities employer and will apply objective criteria to assess merit. MindOut aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of nationality, religion, ethnicity, gender, gender expression, marital status, pregnancy or maternity, sexual orientation, age or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. MindOut is particularly concerned not to discriminate against applicants who have lived experience of mental health issues. |
|  |
| Selection criteria and procedures will be reviewed frequently to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees will be given equal opportunity and where appropriate and possible, special training to enable them to progress within and outside the organisation. MindOut is committed to a programme of action to make this policy fully effective. |
|  |
| Would you please provide the following information which will be treated as confidential but which will assist us to monitor and implement our Equal Opportunities Policy. Your application will not be affected by the information provided or if you choose not to complete part or all of this section. |

|  |  |
| --- | --- |
| APPLICATION FOR THE POST OF: |  |

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| --- | --- |
| Please state here where you saw the post advertised  |  |

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| **DOB:** |  |  |

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| **How would you describe your gender?** |
|  |
| Female |  | Male |  | Non-binary |  | Queer |  |
|  |
| Unsure |  | Other – please state: |  |

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| --- | --- | --- | --- | --- | --- |
| **Do you or have you ever identified as transgender?** |  | Yes |  | No |  |

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| **How would you describe your sexual orientation?** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bisexual |  | Gay |  | Heterosexual |  | Lesbian |  | Queer |  |
|  |
| Other – please state: |  |

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| **Which category best describes your ethnic or cultural origin?** |

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| --- | --- | --- |
| **Asian** | **Mixed** | **White** |
|  |  |  |  |  |  |
| Asian British |  | Asian & White |  | British |  |
| Bangladeshi |  | Black African & White |  | Irish |  |
| Indian  |  | Black Caribbean & White |  | European |  |
| Pakistani |  | Other |  | Other |  |
| Other |  |  |
|  |  |  |
| **Black** | **Chinese or Other Ethnic Group** |
|  |  |  |  |  |  |
| Black British |  | Chinese |  | Gypsy |  |
| African |  | Arab |  | Traveller |  |
| Caribbean |  | Jewish |  | Other |  |
| Sudanese |  |  |

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| **If you have a religious or other belief how would you describe it?** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Agnostic |  | Christian  |  | Jewish  |  |  Sikh  |  |
|  |  |  |  |  |  |  |  |
| Atheist |  | Hindu  |  | Muslim  |  |  Other |  |
|  |  |  |  |  |  |  |  |
| Buddhist |  | Jain  |  |  Pagan  |  |  |  |
|  |  |  |  |  |  |  |  |
| Other belief:  |  |  |  |  |

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| **Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?** |

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| Yes a little |  |  Yes a lot |  |  No (don’t answer next question) |  |
| **If you answered yes, please state the type of impairment. If you have more than one, please indicate all that apply. If none apply, please mark “other” and write an answer in (examples given as guidance)** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Developmental condition |  | Mental health condition |  | Physical impairment |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| Learning disability/difficulty |  | Long standing illness |  | Other (please sate) |  |