

March 2019

Dear Applicant

Thank you for your interest in applying to be a volunteer for MindOut. We are aiming to recruit volunteer **Online support workers** (including weekend cover) and **Peer mentors**.

**All applications will be considered for shortlisting however some may not be successful as this is a competitive recruitment.**

Enclosed with this pack are:

* a person specification
* background information about MindOut
* an application form
* Equal Opportunities Monitoring Form

You may find it helpful to look at thePerson Specification (see below) when you fill in the application form. Don’t worry if you don’t have all the skills as we will provide training. It may be that you feel you have most but not all of the requirements, and we would encourage you to continue with your application as training will be provided.

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

**Information about the Online Support Service**

The online support service provides out-of-hours support, advice and information and signposting for anyone identifying at LGBTQ through instant messaging. People getting in touch are referred to as “contacts” - they range from people seeking advice and information about LGBTQ related support in their local area, people wanting to know about MindOut services to people wanting to explore their thoughts and feelings around issues such as their mental health, gender identity, sexuality, relationships, isolation and loneliness.

Feedback we have received from people who have used the online support service indicate that the service has been a lifeline to people who find it difficult to talk face to face or on the phone and for people feeling distressed at a time where other support is not available. Service users have reported that talking to someone with lived experience of mental health and who identifies as LGBTQ was extremely beneficial and helped them feel understood and valued. We would like the Online Support Service to be open 7 days a week, after 5.30pm on weekdays and at weekends too, and we need more volunteers to help us achieve this.

The service is based at our MindOut office, Community Base, Queens Road, Brighton. Volunteers normally work in pairs in order to support each other when responding to contacts and there is on-call staff support if needed. Regular one-to-one and team support and supervision is available, and you would be expected to attend team meetings.

We are looking for volunteers who identify as LGBTQ with lived experience of mental health who would like to support others nationwide by providing advice, information and support through instant messaging. We would like volunteers to commit to their role for at least six months. Volunteers are also expected to attend group supervision every six weeks. We are also asking for weekly commitment covering weekday evenings and weekends.

**Information about Peer Mentoring Project**

The peer mentoring project gives people with lived experience of mental health issues the opportunity to be paired with a trained LGBTQ volunteer for up to 10 sessions. The peer mentor is somebody who has similar lived experiences or identity to the mentee.

A peer mentor is somebody who can offer their time and support to help the mentee do things they would not want to do alone, develop mental health and wellbeing strategies and become more social. Peer mentoring is person-centred and led by the mentee and usually take place weekly or fortnightly.

In response to demand we have secured funds to develop new peer support initiatives for older LGBTQ people, especially for people over the age of 70. This new service will develop peer mentoring/befriending, building on the work of our existing peer mentoring service. This will include intergenerational peer mentoring/befriending, with volunteers aged under 30 and over 50.

We are looking for volunteers who identify as LGBTQ and have lived experience of mental health who would like the opportunity to receive training to become a mentor and who are able to commit to their role for at least six months. Regular one-to-one and team support and supervision is available, and you would be expected to attend team meetings.

Please state your interest (you can tick both):

Peer Mentoring

Online support

**Training**

New volunteers will need to attend all of the four training sessions. These will take place on the following dates/venues.

* **Friday 10th May, 6-8pm** at Meeting Room (3rd Floor), Community Base, 113 Queens Road, Brighton BN1 3XG
* **Saturday 11th May, 10am-3pm** at Meeting Room (3rd Floor), Community Base, 113 Queens Road, Brighton BN1 3XG
* **Friday 17th May, 6-8pm** at Meeting Room (3rd Floor), Community Base, 113 Queens Road, Brighton BN1 3XG
* **Saturday 18th May, 10am-3pm** at Meeting Room (3th Floor), Community Base, 113 Queens Road, Brighton BN1 3XG

It is best to arrive 15 minutes before we start, so you have time to make a drink and get settled.

There is an expectation that you attend all of the training days.

Reasonable travel costs are reimbursed.

Please note that all successful applicants are subject to an enhanced DBS check (formally CRB check).

**The closing date for completed applications is Friday 12th April 2019 (5pm).**

**Group interviews will take place on:**

* **Tuesday 7th May**
* **Thursday 9th May**

**Times to be confirmed. You will only be asked to attend one interview on either of the days.**

**Group interviews will take place at Community Base, 113 Queen’s Road, Brighton BN1 3XG.**

**Group interviews**

**There will be around 6 applicants in each interview which will last 1 hour. During the group interview, we will ask you to do a 2-minute contribution to the group about why you would like to volunteer for MindOut. There will also be an opportunity to ask questions.**

Please return your completed application:

by email to [dawn.hayes@mindout.org.uk](mailto:dawn.hayes@mindout.org.uk)

or to

Dawn Hayes

Senior Practitioner

MindOut

Community Base

113 Queens Road

Brighton

BN1 3XG

**MindOut Volunteer Recruitment Information 2019**

**Who we are**

MindOut has been run by and for LGBTQ people with mental health issues in Brighton and Hove for the last 20 years.

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

We provide:

* advice and information services
* advocacy services: mental health, urgent need and trans
* peer support group work
* peer mentoring
* 50+ and older people’s wellbeing service
* online out of hours support
* wellbeing initiatives courses and workshops
* suicide prevention initiatives, including Out of the Blue peer support group
* social groups and outings
* service user involvement throughout our work
* volunteering opportunities
* mental health promotion within LGBTQ communities, including events
* anti-stigma campaigning and events
* LGBTQ affirmative practice training for mental health service providers
* LGBTQ low cost counselling service

All of our work is provided by out LGBTQ mental health workers. We aim to create a safe place for people to be LGBTQ and explore their mental and physical health.

**Our Services**

All of our services are independent, non-judgmental, confidential, flexible and work alongside service users in a person-centred way.

Our Advocacy service provides support, representation and information about rights, medication, treatment and any other relevant issue tailored to an individual’s need.

Our peer support group work service offers a range of weekly groups, both general mental health support and themed, time limited groups. We also run a suicide prevention group ‘Out of the Blue’.

Our Wellbeing project works in Brighton & Hove and East and West Sussex to deliver workshops, courses and group opportunities.

Our Peer Mentoring and Online Support Service is run by a volunteer team supported by our Senior Practitioner Dawn Hayes ( Peer mentoring) , and our Suicide Prevention Worker, Phil Brooke (online service).

Our counselling service offers low-cost counselling. All our counsellors identify as LGBTQ, and are either qualified from or training on, courses provided by recognised professional Counselling bodies.

**MindOut’s History**

MindOut started as 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 Director, Deputy Director, Service Manager, 2 Senior Practitioners, 3 advocacy workers, Suicide Prevention Worker, Counselling Co-ordinator, 1 part-time group worker, 2 administrators, and 1 Business Development Manager

**Volunteer Team**

Currently MindOut has around 25 volunteers working on the peer mentoring and online service.

**Board of Trustees**

MindOut’s Executive Committee has 9 Trustees, led by our Chair, Alison France.

**PERSON SPECIFICATION**

We are looking for the following attributes in people who wish to become a peer mentor, online support volunteer or group worker. These will not necessarily be gained through paid employment. They can also be gained through voluntary work and life experience. Don’t worry if you don’t have all the skills as we will provide training. It may be that you feel you have most but not all of the requirements, and we would encourage you to continue with your application as training will be provided.

| No. |  |
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| 1 | Some experience or understanding of mental health issues. Personal experience will be viewed positively |
| 2 | Personal understanding and experience of lesbian, gay, bisexual, trans and queer issues |
| 3. | Ability to listen and communicate well with a wide range of people |
| 4. | Ability to empathise with people in distress |
| 5. | A non-judgemental and empowering approach to working with people with mental health issues |
| 6. | Ability to develop skills through training and volunteering |
| 7. | Able to be responsible, reliable and good at time keeping |
| 8. | Able to use own initiative |
| 9. | Understanding of equality and diversity in LGBTQ communities |
| 10. | Competent with IT and computer skills i.e. using the internet to access information and social media platforms and typing skills |