

**Community Base**

**113 Queens Road**

**Brighton**

**BN1 3XG**

t: 01273 234839

e: [info@mindout.org.uk](mailto:%20info@mindout.org.uk)

reg. company no. 7441667

Charity Number 1140098

August 2015

January 2020

Dear Applicant,

Thank you for your interest in the **Online Support Worker** post with MindOut.

Enclosed with the application pack are:

* a job description
* a person specification
* terms and conditions for the post
* 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 21 hours per week and can be worked flexibly across the week. We need you to be available to **work some evenings** **and weekends** on a regular basis as well as attending occasional meetings and events.

We have funding for this post initially for 1 year and we would hope to secure funds for continuation of this role. The post holder will be based in our office at Community Base, 113 Queens Road, Brighton. More information about the role is contained in the Recruitment Information section below.

The salary is £23,409 per annum pro rata, (£14,045). MindOut provides up to 5% of salary contribution to a personal pension scheme, depending on employee contribution. Holiday entitlement is 29 days a year (pro rata), excluding Bank Holidays.

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 check. This post is subject to a probationary period of 6 months.

Please return your application form to the above address. I regret we are unable to accept late applications. The closing date for applications is **5pm on Wednesday 26thFebruary 2020** and interviews will be held on **Monday 2nd March 2020**

Yours sincerely,

Kate Webb

Deputy CEO

**Online Service Support Worker**

**Job Description**

**Responsible to:** Service Manager

**Summary of Duties**

* to coordinate, recruit, train and support a team of volunteers
* to coordinate MindOut’s LGBTQ online mental health support service
* to deliver out of hours, online support sessions throughout the week
* to promote the online service particularly through digital and social media

**Main Tasks**

**Project related**

1. to coordinate, recruit, train and supervise our team of online support volunteers
2. to maintain and oversee the weekly volunteer rota
3. to deliver regular, out of hours online support sessions including evenings and at weekends
4. to publicise and promote the online chat service especially through social & digital media
5. to support the administration team to run MindOut’s twitter, Facebook, Linkedin and Instagram accounts, creating content, make sure these channels are up to date, and maintain a high level of engagement and audience growth
6. to initiate and lead the implementation of improvements to MindOut’s social media, making better use of existing and new channels to promote services and our wider communications aims
7. to develop monitoring and evaluation tools for the service and to report on the webchat analytics
8. to provide verbal and written reports as requested
9. to work to agreed standards, recording, referral, monitoring and evaluation systems
10. maintain strict confidentiality with regard to information given by and information about service users

**General Responsibilities**

1. monitor issues of general concern in the delivery and quality of services and contribute to MindOut’s policy and developmental role
2. liaise with statutory and voluntary sector service providers on issues which arise from the course of the work
3. provide information and advice on LGBTQ issues to other professionals
4. maintain links with service user groups and other bodies as appropriate, to ensure that MindOut’s development remains centred on service users’ perceived needs
5. to maintain awareness of LGBTQ mental health issues and developments on a national basis
6. attend as appropriate meetings with the CEO, staff team and MindOut executive and sub committees
7. prepare regular reports as required by the CEO, MindOut committees or the project funder
8. carry out other such tasks as appropriate in negotiation with the CEO, which may be reasonably expected
9. carry out all responsibilities with regard to MindOut’s Equality, Diversity and Anti-discrimination Policy and all other policies
10. to participate in relevant training and self–development

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 to the role, D are desirable for the role.

| No. |  | **Assessment**  **Process** | **Essential/**  **Desirable** |
| --- | --- | --- | --- |
|  | **Experience** |  |  |
| 1 | Experience of working within the mental health sector and an understanding of mental health issues. Personal experience will be viewed positively. | A & I | E |
| 2 | Personal understanding and experience of lesbian, gay, bisexual, trans and queer issues. | A&I | E |
| 3 | Experience of recruiting, supporting and coordinating volunteers | A & I | E |
| 4 | Experience of an affirmative approach to LGBTQ mental health issues | A & I | E |
| 5 | Experience of service user participation in service development and delivery | A&I | E |
| 7 | Experience of liaison and networking to develop a service | A&I | D |
| 8 | Experience of using a range of social and digital media, e.g. facebook, twitter, online chat to promote and develop a service. | A & I | E |
|  | **Skills** |  |  |
| 9 | Ability to prioritise and organise own work and maintain accurate, up to date records of work undertaken. | A & I | E |
| 10 | Proven abilities to engage with vulnerable adults and people in distress | A & I | E |
| 11 | Written and oral communication is concise and accurate. | A | E |
| 12 | Ability to work flexibly as part of a team and on your own initiative. | A&I | E |
|  | **Knowledge** |  |  |
| 13 | Understanding of the needs of volunteers and how to get the best out of them. | A&I | E |
| 14 | Understanding of and demonstrable commitment to equal opportunities and understanding of diversity within LGBTQ communities | A & I | E |
| 15 | Knowledge of digital media landscape, with a focus on creative content creation and social media. | A & I | E |
|  | **Personal Contribution** |  |  |
| 16 | Motivated and recognises the need for action or change, and takes appropriate action using own initiative | A & I | E |
| 17 | Develops and maintains positive working relationships, based on self-awareness and openness to making personal changes. | A & I | E |
| 18 | Committed and reliable member of team and understands impact of role on others. | A & I | E |

**Online Service Support Worker**

**Statement of Main Terms and Conditions of Employment**

This post is subject to a probationary period of 6 months.

|  |  |  |
| --- | --- | --- |
| **Hours of Work:** |  | 21 hours per week, by agreement, to include evening and weekend work |
|  |  |  |
| **Salary Scale:** |  | £23,409 pro rata for 21 hours per week, i.e. £14,045 per annum |
|  |  |  |
| **Holidays:** |  | The post holder is entitled to 29 days leave per year, excluding bank holidays, pro rata for hours worked |
|  |  |  |
| **Expenses:** |  | MindOut will reimburse the post holder the costs of authorised travel and other expenses. A mileage rate is payable for the use of a private car or bicycle. |
|  |  |  |
| **Pension:** |  | MindOut provides up to 5% of salary contribution to a personal pension scheme, depending on employee contribution |

The post is subject to satisfactory enhanced Disclosure & Barring Service check.



**MindOut Recruitment information January 2020**

**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

We are passionate about:

* community and individual empowerment
* mental wellbeing
* co-production and client participation
* staff wellbeing, performance and development
* challenging stigma and discrimination
* transparency
* quality, excellence and innovation
* diversity and inclusion, respecting individuality
* meeting the needs of LGBTQ communities

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

**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 contacting the service have a range of needs - seeking advice and information about LGBTQ related support in their local area, wanting to know about MindOut services or wanting to explore their thoughts and feelings around mental health, gender identity, sexuality, relationships, suicidal distress, isolation and loneliness.

Feedback from our users 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.

The service is run predominantly by trained volunteers who normally work in pairs in order to support each other when responding to contacts and there is on-call staff support if needed. We would like to expand the number of sessions we run as we know there is demand for the service to be open 7 days a week, after 5.30pm on weekdays and at weekends too.

This is an exciting time to join the online service team as we are expanding and demand is growing. You will:

* coordinate and support volunteers,
* coordinate and run online sessions
* develop a programme of digital communications, (particularly social media) to promote the service and reach wider LGBTQ communities nationally and globally.

**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 and we moved to offices at Community Base.

**Staff Team**

The MindOut staff team consists of the CEO, Deputy CEO, Service Manager, Advocacy Senior

Practitioner, Peer Support Senior Practitioner, Counselling Coordinator, three Advocacy Workers, a Suicide Prevention Worker, a Business Development Manager, two Administrators and one Group Worker working 7 hours per week.

**Volunteer Team**

Currently MindOut has 50 volunteers working on the Counselling, Peer Mentoring, online and

group work services.

**Board of Trustees**

MindOut’s Executive Committee has 9 Trustees, led by our Chair, Dominic Arnall



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

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| --- | --- |
| **Application for the appointment of:** | **Online Support Worker** |

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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 |

|  |  |  |
| --- | --- | --- |
| **EDUCATION AND TRAINING** | | |
|  | | |
| 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** |
|  |
|  |

| **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** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | | | | | |
| 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? | | Yes/No | Can we contact before interview? | | Yes/No |

| **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: |
|  |
|  |

| Disciplinary /Criminal Record | |
| --- | --- |
|  |
| MindOut undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. |
|  |
| **Disciplinary**: Have you ever been the subject of disciplinary action in the past? No  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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| **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: |  |

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

|  |  |  |
| --- | --- | --- |
| **DOB:** |  |  |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Do you or have you ever identified as transgender?** |  | Yes |  | No |  |
|  | | | | | | |
| **How would you describe your sexual orientation?** | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bisexual |  | Gay |  | Heterosexual | |  | Lesbian |  | Queer |  |
|  | | | | | | | | | | |
| Other – please state: | | | | |  | | | | | |
|  | | | | |  | | | | | |
| **Which category best describes your ethnic or cultural origin?** | | | | | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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?** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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) |  | | | |