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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 234839  e: [info@mindout.org.uk](mailto:%20info@mindout.org.uk)  reg. company no. 7441667  Charity Number 1140098 |

Dear Applicant,

Thank you for your interest in the role of **Administrator** 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 spoken onto tape, please let us know.

The post is for 7 hours per week, currently funded until June 2017. The hours need to be worked over 1 day, and can be worked flexibly by arrangement. The post holder will be based in our office at Community Base, 113 Queens Road, Brighton. The salary is £15.039 pro rata for 7 hours per week, i.e. £3.007 pa. Holiday entitlement is 29 days a year, excluding Bank Holidays, pro rata for part time staff. MindOut provides a 5% contribution to a group pension scheme to match employee contribution.

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.

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, **Thursday 21st July** and interviews will be held on **Monday 1st August.**

Yours sincerely,

Helen Jones Director, MindOut

**MindOut Recruitment information July 2016**

**Who we are**

MindOut has been run by and for LGBTQ people with mental health issues in Brighton and Hove for the last 16 years. We provide:

* advice and information services
* mental health, urgent need, trans and housing advocacy services
* peer support group work
* peer mentoring
* on-line out of hours support
* wellbeing initiatives courses and workshops
* suicide prevention initiatives, including Out of the Blue peer support group
* social groups and outings
* activity groups including an allotment group
* 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

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

MindOut’s 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 on-line support service is run by a volunteer team supported by a member of staff.

**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, the team leader, three advocacy workers, the wellbeing practitioner/peer mentoring coordinator, an admin worker and two Group Workers working between 5 and 7 hours per week.

**Volunteer Team**

Currently MindOut has 35 volunteers working on the Peer Mentoring and online service, two group work volunteers and one allotment volunteer.

**MindOut**

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

**Job Description**

**Job Title** Administrator

**Responsible to:** The Director

**Summary of Duties**

* to be responsible for all organisational administrative tasks
* to develop and maintain efficient office systems
* to develop systems to maintain client database

**Main Tasks**

1. To be responsible for all organisational administrative tasks to include word processing, shredding, photocopying and data entry; taking enquiries and requests and ensuring clear and full messages via phone, email or in person are relayed to the relevant staff member or followed up as necessary
2. Compose and produce letters, documents, reports and presentations in a range of formats as requested by members of staff
3. Collate and maintain statistical information using databases and spread sheets with regard to all areas of MindOut’s work.
4. Be responsible for updating areas of MindOut’s website and social media outlets with new information where required
5. Devise and maintain office systems, organise and store paperwork, documents and computer based information. Maintain and develop filing systems and operational procedures for the secure retention of information relating to MindOut’s work and the retrieval of such information as required.
6. Be responsible for all administration tasks relating to the recruitment, training and induction of staff and volunteers.
7. Undertake administration tasks relating to finances/accounts such as petty cash reconciliation.
8. Carry out background research and present findings in subjects which are relevant to the work of MindOut.
9. Organise and attend meetings, events and conferences where appropriate including booking rooms, arranging catering, preparing and circulating agendas and confidential minutes in a variety of formats (written, large print, audio etc.)
10. Organise mailshots and other publicity tasks to promote the work of MindOut
11. Maintain strict confidentiality with regard to information given by and information about service users

**General Responsibilities**

1. attend as appropriate meetings with the Director, staff team and MindOut executive and sub committees
2. prepare regular reports as required by the Director, MindOut committees or the project funder
3. carry out other such tasks as appropriate in negotiation with the Director, which may be reasonably expected
4. carry out all responsibilities with regard to MindOut’s Equality, Diversity and Anti-discrimination Policy and all other policies
5. 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.

| No. |  | **Assessment**  **Process** | **Essential/**  **Desirable** |
| --- | --- | --- | --- |
|  | **Experience** |  |  |
| 1 | Experienced in providing administrative support in a dynamic, third sector environment. | A & I | E |
| 2 | Excellent customer service to both internal and external customers | A & I | E |
| 3 | Ability to handle a wide range of activities and prioritising these effectively | A & I | E |
| 4 | Personal understanding and experience of lesbian, gay, bisexual trans & queer issues. | A & I | D |
|  | **Skills** |  |  |
| 5 | Meetings administration and effective minute taking skills. | A & I | E |
| 6 | Good written and proof reading skills. | A & I | E |
| 7 | Good numeracy skills | A & I | E |
| 8 | Ability to use initiative and make effective decisions. | A & I | E |
| 9 | Copy and report typing skills (typing speed minimum 50 words per minute). | A & I | E |
| 10 | Written and oral communication is concise and accurate. | A & I | E |
| 11 | Accuracy and attention to detail, and the ability to work to tight timeframes | A & I | E |
| 12 | Administrative/secretarial qualification | A & I | D |
| 13 | Database skills | A & I | D |
|  | **Knowledge** |  |  |
| 14 | Ability to use a comprehensive range of IT software (Microsoft Outlook, Excel, Word, Internet Explorer and PowerPoint) and the willingness to train in additional IT skills as and when required. | A & I | E |
| 15 | Understanding and commitment to MindOut’s aims, values and objectives. | A & I | E |
| 16 | Some understanding of the main issues facing people experiencing mental health difficulties. | A & I | D |
|  | **Personal Contribution** |  |  |
| 17 | Takes responsibility for organising own work effectively and for delivering results. | A & I | E |
| 18 | Committed and reliable member of team and understands impact of role on others. | A & I | E |



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

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| **Application for the appointment of:** |  |

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

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| **SURNAME & TITLE** | | | | | |  |  | | | |  | | | **FIRST NAME** | |  | |  | | |
|  | | | | | | | | | | | | |  | | | | | | | |
| **ADDRESS** | | | | | |  |  | | | | | | | | | | | | | |
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| **TEL - Home:** | | | |  |  | | |  | **Work:** |  | |  | | |  | | **Mobile:** | |  |  |
|  |  | | | | | | | | | | | | | | | | | | | |
| **Email** | |  |  | | | | | | | | | | | | | | | | | |
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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. |

| **Date** | **Courses/Qualifications** |
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| **Volunteering and employment history** |
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| Please list your volunteering and/or employment experience below, continue on additional sheets if you need to. |

| **Organisation** | **Role title and brief description of responsibilities** | **From** | | **To** | |
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| **Knowledge, skills and experience relevant to the role**  Please refer to the person specification which lists the knowledge and skills you need for this role. These will not necessarily be gained through paid employment but can also be gained through voluntary work and life experience. |
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| Please 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. |
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| **Knowledge, skills and experience relevant to the role (continuation)** |
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I confirm that to the best of my knowledge the information given on this form is true and correct.

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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 role. | | | |
|  | | | |
| 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 |  |
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| **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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| **HEALTH INFORMATION** | |
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| How many days were you absent due to sickness in the past two years? |  |
|  | |
| Please give details of absences of five days or more in the box below: | |
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| **MINDOUT LGBTQ MENTAL HEALTH SERVICE & DISCLOSURE AND BARRING SERVICE CHECKS** |

N.B. Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974 (Exemptions Order 1975) and associated Order. Applicants are not entitled therefore to withhold information about convictions which, for other purposes, are 'spent' under the provisions of the Act.

You will be asked to declare any convictions (including spent convictions) prior to interview. Failure to disclose previous convictions may lead to disciplinary action. Any information given will be completely confidential.

Please give details of any conviction, caution, bind-over order or pending prosecution or Court proceedings:

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| **POLICY STATEMENT ON THE RECRUITMENT OF EX OFFENDERS** |
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| As an organisation using the Disclosure and Barring Service (DBS) Disclosure service to assess applicants’ suitability for positions of trust, MindOut LGBTQ Mental Health Service complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. |
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| We have a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process. |
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| We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience. |
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| For those positions where a Disclosure is required, recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position. |
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| Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within MindOut LGBTQ Mental Health Service and we guarantee that this information is only seen by those who need to see it as part of the recruitment process. |
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| At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment. We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request. |
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| We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment. |
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| **Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure information** |
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| **General principles:** |
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| As an organisation using the Disclosure and Barring Service (DBS) Disclosure service to help assess the suitability of applicants for positions of trust, MindOut LGBTQ Mental Health Service complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request. |
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| **Storage and Access:** |
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| Disclosure information is never kept on an applicant’s personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties. |
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| **Handling:** |
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| In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it. |
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| **Usage:** |
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| Disclosure information is only used for the specific purpose for which it was requested and for which the applicant’s full consent has been given. |
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| **Retention:** |
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| Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months we will give full consideration to the Data Protection and Human Rights Acts and to the individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail. |
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| **Disposal:** |
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| Once the retention period has elapsed, we will ensure that any Disclosure information is immediately and suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position of which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken. |
|  |
| **Statement: All successful applications will be subject to an enhanced Disclosure and Barring Service disclosure.** |
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| **Retention of Application forms** |
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| **MindOut LGBTQ Mental Health Service retains application forms for a period of 1 year.**  Once the retention period has elapsed, we will ensure that the application form is immediately and suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, the application form will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). |

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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** |
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| 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. |

|  |  |
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| 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 |  | Other |  | Unsure |  |

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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 |  |  | Unsure |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Lesbian |  |  | Queer |  |  | Other |  | | | |

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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?** |

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

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| **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 state) |  | | | |