

January 2021

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), **Peer Mentors** and **Befrienders**.

**Please note, in light of the current pandemic COVID-19, our services are currently offered remotely and online.**

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 usually 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 an understanding and/or lived experience of mental health who would like to support others by providing emotional support and information, through online 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 a commitment to run weekday, evening and weekend sessions, preferably weekly.

People interested in volunteering for our Online Support service ought to consider their own resilience and self-care for this role, as you will be responding to people who are exploring and sharing their thoughts and feelings around issues such as their mental health, feelings of ‘suicidal distress’, gender identity, sexuality, relationships, isolation and loneliness.

**Information about Peer Mentoring / Befriending 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 likely 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.

The role of the Befriender is to provide informal social support that can help reduce the sense of loneliness and isolation. Sometimes people may want to set goals to achieve with their Befriender but this is not a requirement and seen more as a benefit. Befriending is person-centred and led by the befriendee, and usually takes 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 Peer 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 more than 1 box):

Peer Mentoring

Befriending

Online support

**Following a successful application, you will be invited to attend our essential, pre-arranged training sessions. Once training is complete, we will discuss proceeding with the volunteer opportunity.**

**Volunteer training will be held from 11:30-13:30 on Friday the 19th and Friday 26th Feb, and Friday 5th March.**

***All training sessions will be conducted digitally until further notice.***

**We intend our next round of recruitment to take place in later in 2021. Dates will be confirmed closer to the time on our website:** [**https://mindout.org.uk/jobs/**](https://mindout.org.uk/jobs/) **.**

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

Return your completed application to:

Email: [info@mindout.org.uk](mailto:info@mindout.org.uk)

with the subject: Volunteer application: [Role]

Post: Admin

MindOut LGBTQ Mental Health Service

Community Base

113 Queens Road

Brighton

BN1 3XG

**MindOut Volunteer Recruitment Information January 2021**

**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/befriending
* 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

**PERSON SPECIFICATION**

We are looking for the following attributes in people who wish to become a peer mentor/befriender or 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. |  |
| --- | --- |
| 1 | Some experience or understanding of mental health issues. Personal experience will be viewed positively |
| 2 | Identifies as LGBTQ+ with a personal understanding and experience of lesbian, gay, bi, 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. | For online support: be able to use a computer, including typing skills and have experience of using the internet to access information and use social media platforms |

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| **Volunteer Application Form** |

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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** | | |  |  | | |  | **ADDRESS** |  | |
|  | | | | | | | |  | | |
| **Pronoun (he/she/they)** | | |  |  | | |  |
|  | | |  |  | | |  |
| **FIRST NAME** | | |  |  | | |  |
|  | | | | | | | | | |  |
| **TEL Home:** | |  | | | **Work:** |  | | | **Mobile:** |  |
|  |  | | | | | | | | | |
| **Email** |  | | | | | | | | | |

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| **TRAINING** | | |
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| Please tell us about any qualifications; courses or training that you have done that might be relevant to volunteering at MindOut. Training will be provided in the role, so please don’t worry too much about training or qualification as lived experiences and a good understanding of LGBTQ mental health is what’s most important here. Use extra sheets if needed. | | |
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| **Course** | **Date** | **Qualifications** |
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| **Please tell us about any experience that you have of paid or unpaid work** |
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| **List in date order with present or most recent first** |
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| Please continue on additional sheets if you need to expand this section.  Please don’t worry too much if you have little or no experience of paid or unpaid work, as lived experiences and a good understanding of LGBTQ mental health is what’s most important here. |

| **Name and Address of Employer** | **Job title and brief description of responsibilities** | **From** | **To** | **Reasons for leaving** |
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| **Please tell us about why you want to volunteer for MindOut, what you hope to gain from the experience and what skills you think you will bring to the project.**  **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 needed.** |
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| **REFERENCES** | | | |
| --- | --- | --- | --- |
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| 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: |  |
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| 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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| **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  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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| **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. | |
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| 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 VOLUNTEER 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 |  |
|  | | | | | | |
| **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?** |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 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)** | | | | | |

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