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|  | **Community Base**  **113 Queens Road**  **Brighton**  **BN1 3XG**    t: 01273 234839  e: [info@mindout.org.uk](mailto:%20info@mindout.org.uk)    Company Number 7441667  Charity Number 1140098 |

January 2023

Dear Applicant

Thank you for your interest in applying to be a volunteer for MindOut. We are aiming to recruit volunteer **Online Support Workers** to work with LGBTQ people experiencing mental health and wellbeing concerns. These services run in and outside of office hours and we are keen to build our teams to provide evening, weekend, and bank holiday support.

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. We provide support and training to help you develop skills and experience, so please don’t worry if you don’t have all the role requirements, we encourage you to continue with your application.

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

**Volunteer opportunities**

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 vital mental health support and to help us to develop these services further.

We encourage applications from people over the age of 50, from trans and non-binary people, from People of Colour and those from ethnic minorities as we are currently developing these areas of the service.

If you are interested in volunteering with us, please do consider your own mental health and wellbeing, self-care needs, and resilience. We have lots of support, mentoring, and training in place, however supporting people in our own communities with shared mental health experiences can sometimes be upsetting. Especially when the experience is related to suicidal distress, trauma, bereavement, coming out, LGBTQ-phobia, racism, abuse etc. We are happy to talk more with you about this if you have concerns.

We ask that volunteers commit for at least 6 months.

Volunteers are expected to attend team meetings/supervision every 4-6 weeks.

**Online Support**

This service provides emotional support, information and signposting through instant messaging. People getting in touch may want to talk about:

* Their own or someone else’s mental health, identity, safety, or relationships
* Some people use the service to get information, make decisions, feel less lonely or isolated or to problem solve
* Seeking information about LGBTQ related support in their local area
* Seeking information about MindOut services
* Wanting to explore their thoughts and feelings around issues such as their mental health, gender identity, sexuality, relationships, isolation and loneliness

Feedback about the service tells us that the service is a lifeline, especially to those who are isolated or in crisis or living remotely or vulnerably without support. People using the service have also told us that talking to another LGBTQ person with lived experience of mental health helped them feel understood and valued.

We are looking for volunteers who are available in the evenings after 5pm and at weekends.

Volunteers can choose to come into the MindOut office, Community Base, Queens Road, Brighton or do their volunteer sessions remotely online from home. Volunteers normally work in pairs in order to support each other and there is on-call staff support if needed. Regular one-to-one and team support is available, and you would be expected to attend monthly team meetings.

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

**Application closing date:**

**Monday 13th February 11pm**

**Online Group interviews:**

**Tuesday 21st or Wednesday 22nd February 6pm-7pm**

**Volunteer training (in-person in Brighton or Online):**

**Saturday 25th February 2pm-5pm**

**Sunday 26th February 10am-1pm**

**Saturday 4th March 2pm-5pm**

**Sunday 5th March 10am-1pm**

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

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 2023**

**Who we are**

MindOut is run by and for LGBTQ people with experience of mental health issues. Our services are impartial, independent, non-judgmental and confidential. 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 for people to meet and support each other, including our ambitions to become anti-racist and anti-ableist
* 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 and befriending
* a low cost counselling service
* online 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

Person Specification

We are keen to know about your skills and experience in relation to the questions below. You may have gained these skills through personal and life experience or through training, voluntary work, or employment. Don’t worry if you don’t have all the skills as we will provide training, however we would still like to hear your thoughts and opinions.

| **No.** |  |
| --- | --- |
| 1 | Experience and understanding of mental health issues |
| 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. | Be able to use a computer, including typing skills and have experience of using the internet to access information |

Application Form

Please complete in type or black ink.

|  |  |
| --- | --- |
| Application for the appointment of | Volunteer Online Support Worker |

|  |  |
| --- | --- |
| Surname & Title |  |
| First name |  |
| Pronouns |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Tel. home |  | Tel. work |  |
| Mobile |  | Email |  |
| Address |  | | |

|  |  |
| --- | --- |
| If you are currently employed, may we contact you discreetly at work? |  |

**Education & Training**

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.

|  |  |  |
| --- | --- | --- |
| Venue | Date | Course/Qualification |
|  |  |  |
|  |  |  |
|  |  |  |
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**Employment History**

List in date order with present or most recent first. 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.**

This is the most important part of the form. The person specification lists the knowledge and skills you need as a volunteer. These will not necessarily be gained through paid employment. They can also be gained through voluntary work and life experience.

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.

|  |
| --- |
|  |

**References**

Please give details of two people to whom we can apply for references concerning your suitability for this role,

|  |  |  |
| --- | --- | --- |
| **Name** |  |  |
| **Job title** |  |  |
| **In what capacity do you know them** |  |  |
| **Address** |  |  |
| **Post Code** |  |  |
| **Telephone** |  |  |
| **Email** |  |  |

**Applicants with Disabilities**

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? **Yes/No**

Have you ever been referred to the children’s or adult’s ‘barred’ list? **Yes/No**

**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.

**Privacy Notice**

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.

**THIS SECTION WILL BE DETACHED AND WILL NOT BE SEEN BY THE SELECTION PANEL.**

**IT WILL BE USED ONLY FOR MONITORING PURPOSES**

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 appointment of | LGBTQ Mental Health Advocacy Worker |
| Please state here where you saw the post advertised |  |

|  |  |
| --- | --- |
| Date of Birth |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How would you describe your gender? (please tick or X) | | | | | |
| Female |  | Non-binary |  | Queer |  |
| Male |  | Unsure |  | Other – please state |  |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How would you describe your sexual orientation? | | | | | |
| Bisexual |  | Heterosexual |  | Queer |  |
| Gay |  | Lesbian |  | Other – please state |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| What category is your ethnic or cultural origin? (please tick or X) | | | | | |
| **Asian** | | **Mixed** | | **White** | |
| Asian |  | Asian & White |  | British |  |
| Asian British |  | Black African & White |  | Irish |  |
| Bangladeshi |  | Black Caribbean & White |  | European |  |
| Indian |  | Other |  | Other |  |
| Pakistani |  |  |  |  |  |
| 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 |  | Hindu |  | Pagan |  |
| Atheist |  | Jain |  | Sikh |  |
| Buddhist |  | Jewish |  | Other |  |
| Christian |  | Muslim |  |  |  |

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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 |  |
| 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) |  |