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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 234839e:  recruitment@mindout.org.ukreg. company no. 7441667Charity Number 1140098 |

January 2023

Dear Applicant,

Thank you for your interest in the post of Counselling Service Manager at MindOut.

MindOut is looking for an experienced, proactive counsellor to head up our low-cost community counselling service. We offer clients a choice of online and in-person work, and have recently begun offering some therapeutic group work. You will lead a team of around 20 volunteer counsellors, recruit, induct and support them. You will line manage our Counselling Assistant, whose role is to assess new applicants and match with counsellors. You will liaise with and support our small team of counselling supervisors. You will assist in fundraising, grant and contract bidding and identifying new opportunities. You will contribute to the Management and Service Managers’ teams, in support of the broader work of the charity.

This is an excellent opportunity to run an established, much needed community service, within an award-winning small charity.

Enclosed with the application pack are:

* a job description and person specification
* background information about MindOut
* 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 21-28 hours per week (negotiable) to be worked over 3-4 days, including occasional evening and weekend work. The post holder will be based in our office at Community Base in central Brighton and/or working from home. The salary is £18,540-£24,720 per annum (£30,900 pro rata) paid monthly in arrears. Holiday entitlement is 29 days a year pro rata, excluding Bank Holidays. MindOut provides a 5% contribution to a group pension scheme to match employee contribution. The post is subject to a probationary period of 6 months. Appointment is subject to an enhanced DBS check.

Applications will be judged according to the criteria of the job description and person specification as required by our Equality, Diversity & Inclusion and Recruitment Policies. **Please make sure you answer every point in the person specification on your application form**. It may help you to answer these questions in numerical order.

Please return your application form to myself at the above address (preferably via email). I regret we are unable to accept late applications. The closing date for **applications** is **9am Monday 20th February** and **interviews** will be held in **Weeks Commencing 27th Feb or 6th March.**

Yours sincerely,



Erica Thornton, COO

**MindOut**

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

**Job Description**

**Job Title** Counselling Service Manager

**Responsible to:** Services Manager (TBC, pending structural review)

**Summary of Duties**

To recruit, train and support volunteer counsellor team, to manage the assessment and allocation of referrals, to promote and publicise the service, to manage a client waiting list, to ensure smooth running of the service and adherence to quality standards.

**Main tasks, Project related**

* to recruit, support, induct, coordinate and manage volunteer counsellors including giving client/clinical advice and support as required
* to line manage the Counselling Assistant and oversee their work, including:
* to oversee processing of client applications (including assessment and matching), taking into account counsellor’s caseload, experience and competence and practicalities such as availability and client requests
* to plan, coordinate and provide training for volunteer counsellors as needed
* to coordinate clinical supervision for volunteer counsellors, recruit and liaise with clinical supervisors
* to liaise with counselling training institutions including providing information on behalf of student counsellors as required
* to chair and potentially to minute\* (in absence of the Counselling Assistant) the monthly counselling team meetings, currently first Tues of the month from 7pm
* to develop existing counselling service policies and procedures in line with the BACP’s Ethical Framework
* to ensure the counselling service adheres to MindOut’s internal policies and procedures
* to maintain strict confidentiality with regard to information given by and information about service users and others
* to support and initiate service user participation within all aspects of the organisation
* to publicise and promote the counselling service
* to work with the Senior Management Team to develop the counselling service
* to provide monthly monitoring reports, waiting list updates and to develop evaluation tools for the service
* to participate in other MindOut activities as required e.g. Brighton Pride

**General Responsibilities**

* to attend as appropriate meetings with the CEO, staff team and Trustee Board etc.
* to carry out other such tasks as appropriate in negotiation with the CEO/line manager, which may be reasonably expected.
* carry out all responsibilities with regard to MindOut’s Equality, Diversity and Anti-discrimination Policy and all other policies.
* 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**

See below 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 how 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.

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|  | **Education and Training** | **Assessment****Process** | **Essential or****Desirable** |
| 1 | Counselling qualification to diploma level | A&I | E |
|  | **Experience** |  |  |
| 2 | Experience and an understanding of mental health issues. Personal experience will be viewed positively | A&I | E |
| 3 | Personal understanding and experience of lesbian, gay, bisexual, trans and queer identities | A&I | E |
| 4 | Experience of working within voluntary sector counselling services | A&I | D |
| 5 | Experience of delivering online counselling / similar services | A&I | E |
| 6 | Experience of recruiting, managing and training volunteers  | A&I | D |
| 7 | Experience of the assessment of clients for counselling and the issues to cover with a client in the first assessment session | A&I | E |
| 8 | Sufficient experience as a practicing counsellor to hold a senior role, able to support less experienced counsellors  | A&I | E |
| 9 | Experience of considering ethical dilemmas and supporting other counsellors in their clinical practice or with ethical dilemmas  | A&I | E |
| 10 | Experience of writing and reviewing policies, procedures and reports | A&I | E |
| 11 | Experience of and commitment to working within the BACP’s Framework for Good Practice  | A&I | E |
| 12 | Experience of an affirmative approach to LGBTQ mental health issues | A&I | E |
| 13 | Experience of service user participation | A&I | E |
| 14 | Experience or understanding of managing staff or volunteers, and developing a service. | A & I  | E |
|  | **Skills and Abilities** |  |  |
| 15 | Ability to prioritise and organise own work and can use own initiative | A&I | E |
| 16 | Ability to engage with vulnerable adults and people in distress | A&I | E |
| 17 | Ability to establish and maintain positive professional boundaries | A&I | E |
| 18 | Written and oral communication is concise and accurate | A&I | E |
| 19 | Personal qualities including empathy, integrity, humility and able to self reflect  | A&I | E |
| 20 | Ability to work flexibly as part of a team, supportive and able to understand impact of role on others | A&I | E |
| 21 | Prepared to work flexibly including occasional evenings | A | E |
| 22 | Strong communication and interpersonal skills and the ability to develop and maintain relationships with a wide range of colleagues and organisations | A&I | E |
|  | Excellent organisational skills, including IT, in order to manage complex client data | A&I | E |
| 23 | **Knowledge** |  |  |
| 24 | Understanding of the need for and methods for monitoring and evaluating the effectiveness of project delivery | A&I | E |
| 25 | Understanding of and demonstrable commitment to equal opportunities and understanding of diversity within LGBTQ communities | A&I | E |

Recruitment information

**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

**Our History**

MindOut is 21 years old. 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.

**Staff Team**

The MindOut staff team consists of the Chief Executive, Chief Operating Officer, Service Manager, Advocacy Manager, Wellbeing Manager, Counselling Service Manager, Online Support Manager, Office Manager, two Administrators, three Advocacy Workers, three Project Workers, Business Development Manager, Training Manager, Fundraising Assistant, Training Assistant. See structure diagram below.

***NB. This organisational structure (including line management of the Counselling service) is currently subject to review. The Counselling Service Manager is responsible for line managing one Counsellor.***

**Volunteer Teams**

Currently MindOut has approx. 50 volunteers working on the Counselling, Peer Mentoring, telephone befriending, online and group work services.

**Board of Trustees**

MindOut’s Executive Committee has 12 Trustees, led by our Chair, Simon Fillery.Application Form

Please complete in type or black ink.

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| Application for the appointment of | LGBTQ Mental Health Advocacy Worker |

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| --- | --- |
| Surname & Title  |  |
| First name |  |
| Preferred pronouns |  |

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

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

**Education & 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 | 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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:

**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 | Reason 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.

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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.

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

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**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

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| --- | --- | --- | --- |
| 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.

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

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

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

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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? |
| Bisexual |  | Heterosexual |  | Queer |  |
| Gay |  | Lesbian |  | Other – please state |  |

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| 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) |  |