

Recruitment Information Pack

**RISE to Thrive Project Coordinator
(Fixed-Term)**

Welcome to York Mind!

Thank you so much for your interest in working with us.

In this pack you should find all the information you need to find out what we're about

This includes:

More about us, what we believe in and our values

Our application process

The job description and person specification

What we expect from our staff

What you can expect from us

Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face to face and digital services from 1:1 support, social activities, advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people's mental health. Last year we helped over 4500 people who are living with mental health problems.

We Believe

- Mental health is important and a part of each of us
- All people have a right to thrive
- Access to mental health support should be there for everyone
- Asking for help is brave, and lived experience matters
- Stigma around mental health is wrong and must be challenged
- Our work makes a positive difference and we are here to stay

Our Values

Being Brave - Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

Standing Up - Dedicating ourselves to advancing mental health appreciation, and championing the conditions that enable people to do and be well.

Developing Together - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

Actively Seeking - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve

Being Pragmatic - Making decisions based on what's possible and works for the individual. We are down to earth and communicate clearly with kindness

What people say about us:

"The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning."

"Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier."

"We always feel the advocates are very much focused on the person's needs in a professional and supportive manner."

"The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do."

"You are doing a fab job at Mind keeping everyone well. You support so many people. I hope that you know how important you guys are to people like me and those you help."

A note from our CEO



Thank you for your interest in York Mind. Applying for a job can be a big step for a whole range of reasons and we want to try and make York Mind a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as York Mind finding about the skills, experience and knowledge you can bring

The Role

This role is a client-facing role with elements of project coordination to enable to delivery of our RISE to Thrive project. The project, funded via City of York Council, aims to support both individuals who are economically inactive, as well as provide support for those currently in work to help them stay in the workplace. This project is funded until March 2025.

The role of the Project Coordinator is to meet with individuals who meet the requirements for the programme, conducting 1-1 sessions and offering other support to enable individuals to seek employment and remain within those workplaces. The support offered will vary based on the needs of the individual, but may include supporting individuals to improve their confidence, discussing mental health difficulties that may be preventing them from getting into work, offering practical support such as CV writing, and helping participants to access relevant training and other support. The ideal candidate for this role may have a counselling or coaching qualification, but this is not essential.

The Project Coordinator will be responsible for all elements of delivery, including marketing and onboarding of participants, achievement of outcomes, raising of safeguarding concerns, and liaising with the project funder. For more details, please see the below job description and person specification.

Job Description

Job Title:	RISE to Thrive Project Coordinator
Hours:	22.5 hours per week to include one 12-8 shift
Salary:	£25,000 p/a pro-rata
Contract Length:	Initially until March 2025 with the possibility of extension
Responsible to:	Head of Corporate Wellbeing Services
Responsible for:	Freelance Staff or volunteers
Office Based/Hybrid Working:	Two days per week office based. The remainder can be worked from home.
Aim of the post:	To lead and deliver on the new RISE to Thrive project, in partnership with Better Connect., which aims to support people to move closer to employment and support them when they enter employment. This post will be responsible for project coordination and 1-1 client facing delivery.
Main deliverables:	
1) Develop appropriate referral methods for the project 2) Provide effective 1-1 support for project participants 3) Develop and maintain effective links with partner agencies 4) Maintain accurate case notes, monitoring and evaluation 5) Coordinate an effective pathway of support for participants	
Responsibility for engaging participants onto the service <ul style="list-style-type: none"> Promote the service to ensure that it reaches a wide range of people Deliver any appropriate outreach sessions Liaise with potential referring agencies 	
Develop appropriate referral methods for the project <ul style="list-style-type: none"> Manage referrals and waiting lists for the service 	

- Complete appropriate assessments for potential participants to ensure that they are a good match for the service
- Complete any appropriate risk assessments and safety plans with potential participants

Provide effective 1-1 support for project participants

- Deliver regular 1-1 sessions for up to 6 months for each participant
- Support and empower participants to set and achieve personal development goals
- Deliver a combination of face to face and remote support, led by the needs of the participants

Develop and maintain effective links with partner agencies

- Work closely with partners on the project to establish effective referral routes for participants
- Share best practice with partner agencies
- Attend any relevant meetings and networks
- Develop effective two-way communication with Better Connect

Maintain accurate case notes, monitoring and evaluation

- Keep accurate case notes after each client session
- Complete all required monitoring data capture for the project
- Work closely with Better Connect to ensure that data is captured in line with partnership requirements
- Produce any required reports for the organisation and the project, including monthly org stats, annual impact report and specific project reporting
- Complete all appropriate paperwork with project participants
- Work alongside the HoCWS and Head of finance to ensure financial claims are accurate
- Develop any appropriate admin systems

Coordinate an effective pathway of support for participants

- Work with project intervention partners to support participants into appropriate interventions
- Work with a range of external agencies to understand what move on options are for participants

Work within York Mind values

- Ensure a commitment to quality, working within York Mind's policies and procedures
- Actively engaging within supervision
- Contribute to the wider development of York Mind
- Be a champion for mental health

- Working collaboratively across other York Mind services to help achieve the strategic vision of the organisation

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Essential qualifications:	none
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Person Specification

Don't just tell us how you meet the specification – show us! Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, developments you contributed to. Feel free to add photo's and videos.

Knowledge , Skills and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Significant experience in a client-facing 1-1 environment	A, I, E
Ability to demonstrate coaching and mentoring skills	A, I, E
Experience working in a mental health setting alongside an awareness of the impact of poor mental health	A, I, E
Project coordination experience	A,I
Experience of working with funders	A,I
Excellent organisational skills	A, I
Ability to build effective relationships in a 1-1 setting	A, I, E
Experience of project monitoring and outcome assessment	A, I
Basic understanding of budgets and financial targets in relation to project funding	A, I
Practical Skills	
Can use a range of social media programmes to create and upload content inc Facebook, Instagram, Twitter and Tik Tok	A, I
Experienced in using software packages to an intermediate level: MS outlook, Word, Excel, Access, PowerPoint, Trello and CRM	A
Values and Attitudes	
A commitment to the York Mind values	A,I,E

A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive	A,I,E
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	A,I,E

* Experience – you should be able to draw on four or five different examples you could use to describe your experience*

*Significant experience – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time

Our application process

We prefer to have a conversation with you about the role before you apply.

We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

Book a phone conversation in with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification, and talk you through how to complete the application form. **Please email simon.taylor@yorkmind.org.uk to arrange an appointment time.**

You don't have to have this phone call if you'd prefer not to, but we recommend it. That way you know if what you can offer us is a good fit for the role, and you know what we will be looking for when we shortlist our applications.

How to Apply

Please submit your **CV and covering letter** to simon.taylor@yorkmind.org.uk before the application deadline.

Closing Date for applications: 5pm Tuesday 30th April

Interview dates: Week Beginning 6th May

What we expect from our people

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our staff, which we have pulled from our values.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the York Mind team we will expect you to put clients at the centre of your work.

Be empathetic and compassionate : You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion Equity: Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgemental – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non judgemental way.

Be open and transparent – You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in! - We're a team and sometimes the unexpected happens. We expect all of our people to support each other and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly bunch, who are passionate about improving mental health for everyone. So you'll be joining a bunch of likeminded people working together for a common cause. Whether it's tea and cake in our big meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working** - Most of our roles offer hybrid working arrangements, with the exception of a few fully office based roles. There is a usual expectation of some office based work in our hybrid roles but this is usually between 1-2 days week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option
- **Flexible Working Arrangements** When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible.
- **Staff Support** – We offer an employee assistance programme to support staff, as well as monthly peer support sessions. We also have a staff support group who are involved in improving staff wellbeing
- **Annual leave** 25 days annual leave (excl. bank holidays). On completing 2 years continuous service at York Mind, full time employees are entitled to an additional 1 day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
- **Generous pension contribution** – York Mind pay 6% employer pension contribution
- **Professional Body membership fees**- Where this is an essential part of your role, you can claim these back

- **Working in an values based organisation** – We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together