

CANDIDATE PACK

Chief Executive

Key Dates

Closing date: Monday, 28 January 2019

Interview date: Monday, 18 February 2019

How to apply

To apply, please send your CV and a covering letter detailing how you meet the requirements of the post to recruitment@heymind.org.uk.

If you would like to discuss the post informally, you can contact the Interim Chief Executive and/or the Trustee leading the recruitment through our Executive Assistant (01482 240200).

Letter from the Chair

Dear candidate

If you are reading this I know the post has an initial appeal for you. I hope that, by the time you reach the end of this pack, you will feel excited by this opportunity and inspired to apply.

So, why work for Hull and East Yorkshire Mind? We have a motivated and dedicated workforce who support people with mental health problems and, in return, we are committed to supporting staff to maintain their own wellbeing. We have several initiatives in place such as Mindful Employer Plus. Our team is really friendly; the results of our last staff survey were that 97% of staff would recommend us as a place to work so we must be doing something right.

We have been very fortunate in the last 4 years to have had David Smith as our Chief Executive and the Charity went from strength to strength under his leadership. Here is what David has to say about his time with us:

“Working at Hull and East Yorkshire Mind has been the highlight of my career so far. The people, services, influence and impact helped me see every day the very real difference the charity was making. Watching the charity grow and help more people has been wonderful. Seeing it help more people with particularly complex issues even more so.

Moving on after almost four years was a difficult choice made mainly down to my need to be closer to home. The charity is in a good position with ambitious plans for the future and I'm sure that it will continue changing opinions, helping more people and changing more lives for many more years to come!”

Over the last 3 years the number of staff has doubled from 45 in December 2015 to 90 which very clearly demonstrates how much we have grown and developed. We are looking for someone to build on our good work and lead us through our next phase of growth and development.

The strong position we are in coupled with the increasing profile of mental health and wellbeing means that it truly is an exciting time to join our charity, we look forward to receiving your application.

Yours faithfully

Nick Smith
Chair

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info@haymind.org.uk

Company Number: 4936165
Registered Charity Number: 1101976
Charity Registered in England



Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established voluntary sector organisation with over 40 years of experience delivering services in Hull and the East Riding of Yorkshire, and more recently in North East Lincolnshire.

Hull and East Yorkshire Mind is affiliated to the Mind network made up of over 130 organisations across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and community. As a charity and a housing association, we have an ambitious vision for the future in which we will not give up until everybody experiencing a mental health problem gets both support and respect.

Hull and East Yorkshire Mind provides a range of services, including advice, counselling, group support, personal budgets and housing for adults, young people and children across East Yorkshire.

We have a flexible and motivated workforce of over 90 staff, with 100 active volunteers and a number of social work students on placement. We are governed by a strong Board of Trustees with a wide range of experience.

Wellington Care

The Chief Executive is also a Director of Wellington Care, a limited company wholly owned by Hull and East Yorkshire Mind, which provides health and social care services, specialising in mental health. Wellington Care supports people in a variety of settings, including a person's own home or shared supported living homes.

Wellington Care's expert mental health team work with each individual to enable them to work towards the goals and aspirations that are right for them. Individuals are supported to live a happy and fulfilling life and to be as independent as they can. We work with each individual to help them in all areas of their life where they need support, whether that is their mental health needs, day to day care, daily living skills, social and emotional or additional needs such as autism or physical health.

Vision

Our Vision is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Mission

Our Mission is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination.

Values

Respect - Accepting all others, respecting their beliefs needs and wishes

Compassion – Being compassionate towards people and each other, promoting wellbeing for all

Safe - Delivering services with honesty, professionalism and accountability within a framework of an enterprising and sustainable business model

Strategic Plan 2019-2022 (v3.0)



Hull and East
Yorkshire

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Aim 1: Changing People's Lives

To enable individuals to make informed decisions that support them to achieve their personal goals

To reduce reliance on mental health services and promote independent living

To enable individuals to move into and maintain mainstream employment, volunteering and learning

Aim 2: Changing Opinions

To influence policy makers to ensure mental health is a higher priority

To support individuals to ensure their voice is heard and they are able to influence the way services are provided

To ensure the general public has a better understanding of mental ill-health and how it can affect people

Aim 3: Helping More People

To develop new services for children and young people, diverse communities and people experiencing suicidal thoughts

To develop additional long term housing provision

To develop a programme we offer to employers to support their employees

Aim 4: Organisational Excellence

To continually evaluate our work and develop methods to benchmark ourselves against other providers

To ensure our governance is robust and effective

To ensure the team has the expertise and capacity to deliver both quality and growth

To increase our non-statutory income

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Board of Trustees
Chair, Vice Chair, Treasurer, Trustees (x 8)

Interim Chief Executive

Operations Director

Finance Director

Partnerships Development Manager

Operations Manager

Operations Manager (Housing)

Team Leaders, Community Services (x2)
Team Leader, Vocational Support
MH Recovery Workers (x5)
Blue Light Coordinator
Bereavement Support Worker
Community Support Workers (x5)
Community Connectors (x4)
Day Centre Co-ordinator, Grimsby
Vocational Support Workers Moving Forward (x2)
Action Towards Inclusion, Action Towards Inclusion (x3)
Administrator, Action Towards Inclusion/Building Better Opportunities

Team Leaders, Therapeutic & Early Intervention (x2)
Trainee High Intensity CBT Therapist/Whole School Approach Coordinator
PWP (Children & Young People)
PWP (Adults)
Trainee PWP (Adults)
Trainee PWP's, CYP (x3)
Counsellors (x6) on various contracts
MH Recovery Worker, Stress Management
Mental Health Recovery Worker, CYP
Counselling Coordinator
Trainee Admin Assistant
Freelance Therapists (approx. 20)

Team Leaders (x4)
Mental Health Worker, Mind in the Police Hub (x1)
MH Recovery Workers (x8)
Community Support Workers (x6)
Property Management Assistant
Housekeeper

Executive Assistant
Administrators (x2)
Information & Advice Workers (x2)
Receptionists (x2)
Apprentice Administrator

Assistant Accountant
Finance Assistant
HR Officer
Volunteer Coordinator
Volunteers x100

Training Coordinator
Marketing Officer
Community Fundraiser
Funding Coordinator

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem. We also have to share the stories of recovery as widely as we can to inspire others and show that recovery, if not cure, is almost always possible.

Role Description

Purpose of the role of Chief Executive

The overall purpose of this role is to:

1. Work closely with the board to develop and deliver an ambitious, aspirational and innovative strategy that has a clear measurable impact on people of all ages with mental health problems.
2. Promote and sell Mind's vision and strategy for how we can change people's lives.
3. Provide leadership and inspiration to the people who will enable us to deliver the strategy:
 - Our workforce and the volunteers who support us
 - Partners and stakeholders across the region
 - Other voluntary sector organisations
 - The Mind Federation
4. Build and maintain an organisational culture that reflects the values of Mind.

Core accountabilities

To achieve this purpose, the Chief Executive Officer is accountable for:

Making a difference to people by:

1. Actively listening and responding to the stories of people who have mental health problems and of those who are affected by these and making sure that Mind acts on their concerns and issues.
2. Making connections with these people and ensuring that their different voices are heard and understood by the whole system and across the region.
3. Acting as an advocate for people who use our services and their families and carers, giving them the belief, confidence and assurance that Mind:
 - Understands what is important to them
 - Will deliver safe, accessible and effective care
 - Can resolve problems and make effective decisions

Achieving results with partners and commissioners by:

1. Working as an effective partner with local, regional and national organisations to ensure that the quality of care and the outcomes set out in the strategic and business plans are met.
2. Scrutinising local delivery and holding local agencies and people to account for what they have committed to achieve.
3. Influencing and working across the system to bring about the changes needed to deliver better results.

Creating a first class workforce and organisation by:

1. Developing the organisation so that the people who work at Mind:
 - Understand and are inspired by its vision, values and strategy
 - Are held to account for what they are required to achieve and are provided with the right support, coaching and development to do their job and fulfil their potential
 - Feel valued and appreciated for the work they do and have a good work life balance

- Have a strong sense of purpose and know how their work contributes to the success of the organisation
 - Feel trusted to get on with their job but know that they will have support to resolve issues and problems
2. Developing and putting into place the best systems and processes that will:
 - Safeguard people
 - Manage risk
 - Deliver plans
 - Ensure the organisation functions effectively and efficiently
 - Support the workforce

Supporting the trustees in their governance role by:

1. Actively supporting and advising the board of trustees in shaping future strategy.
2. Working with the trustees so that they are confident that the organisation:
 - Changing the lives of people with mental health problems
 - Is financially sound and that the strategic plan will deliver the planned outcomes
 - Can grow in a sustainable manner
 - Meets statutory and legal requirements
 - Has the best governance processes in place
3. Providing sound information, expert advice and knowledge to enable trustees to make the right decisions.
4. Reporting critical information and issues to the chair of the board of trustees to:
 - Prevent problems escalating
 - Ensure their swift resolution

Giving confidence to the people who fund and regulate what we do by:

1. Making sure that Mind:
 - Can demonstrate that it is using all its funds effectively and efficiently...
 - ... and can tell the story about the impact their money has made
 - Complies with the contracts that are negotiated with partners and commissioners
 - Complies with the relevant regulatory bodies.

Influencing policy makers and implementing change by:

1. Using expert knowledge and evidence to influence national and regional policy makers.
2. Providing feedback on policy implementation so that lessons can be learnt and practices can be adapted or changed.
3. Translating national policy into practical plans that reflect and address regional and local needs and imperatives.
4. Championing campaigns that:
 - Raise awareness and challenge the stigma of mental health
 - Encourage people to change their perceptions and behaviour
 - Promote the aims and values of the local and national Mind Federation.

Person Specification

Area	Criteria	Essential	Desirable
Knowledge	Understands the mental health care and support systems.	✓	
	Understands the complexities of governance arrangements with multiple regulators.	✓	
	Regularly participates in Continuous Professional Development.	✓	
	Understands how the health and social care system functions and the national policies that affect the work of the sector.		✓
	Understands Charity Law and how it affects the organisation.		✓
	Understands the regulatory requirements of the Care Quality Commission.		✓
	Understands the regulatory requirements of Homes England.		✓
Skills	An ambitious and innovative strategic thinker with the ability to communicate and sell Mind's vision.	✓	
	Have a proven track record of leading, managing and developing multi-disciplinary teams in a similar sized organisation to Mind.	✓	
	Can drive change through an organisation and engage external stakeholders in taking change on board.	✓	
	Is a confident negotiator with and influencer of diverse political and non-political groups at national, regional and local levels.	✓	
	Can solve complex problems and has the courage to take and sell tough and difficult decisions.	✓	
	Is able to demystify complex issues so that different groups of people understand what is expected or needed.	✓	
	Has the financial acumen and confidence to scrutinise financial performance and take action before issues escalate.	✓	
Behaviour	Is a passionate role model, committed to the vision and values of Mind	✓	
	Has the gravitas and credibility to inspire and motivate people to follow his/her lead.	✓	
	Is approachable, flexible and receptive, keen to listen to and act on challenge, feedback and new ideas.	✓	
	Sees things through with determination and resilience.	✓	
	Doesn't hold back from challenging ideas, performance and behaviour but does so with objectivity, and integrity.	✓	
Experience	Experience of working at a Chief Executive Officer or Director level in a similar sized or larger organisation.	✓	
	Experience of working with vulnerable/hard to reach groups.	✓	
	Experience of working with local and regional media.	✓	
	Experience of working at a senior management level in a mental health environment.		✓
	Experience of working at a senior management level in a charity or of working in social care, health or housing		✓
	Experience of working in a regulated service		✓

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.