

July 2020

Dear Applicant

## **BEREAVED BY SUICIDE SERVICE COORDINATOR (30 hours, based in Grimsby)**

Thank you for your interest in the above post.

At North East Lincolnshire and Hull and East Yorkshire Mind we believe that everyone experiencing a mental health problem deserves both support and respect. We aim to challenge stigmas and strengthen communities. Can you help us to make this happen?

Individuals bereaved by suicide are themselves at increased risk of suicide, suicide ideation, depression and poor social functioning. The service will provide comprehensive support for people bereaved by suicide in Hull, East Riding, North East Lincolnshire and North Lincolnshire; this post will cover the latter two areas.

The overall aim of the service is to enable people who have been bereaved by suicide to improve their resilience, functioning and wellbeing. Specific aims of the service are to enable people who have been bereaved by suicide to:

- Understand their grief
- Develop coping strategies
- Feel safe to explore their thoughts and feelings

Support will primarily be delivered by volunteers and the Coordinator will be responsible for recruiting and managing them, providing training and ongoing advice and guidance. The post holder will also be required to gather data on outcomes, work collaboratively with other stakeholders to raise awareness of the service and attend/contribute to multi-disciplinary team meetings.

You will receive frequent one to one supervision sessions along with appropriate training. This is an opportunity to combine wider work based skills through promoting mental health and the work done by North East Lincolnshire and Hull and East Yorkshire Mind.

**Closing date is Monday, 20<sup>th</sup> July 2020.**

Yours faithfully

**Jo Sherriff**  
Service Manager

## JOB DESCRIPTION

<b>JOB TITLE:</b> Bereaved by Suicide Service Co-ordinator
<b>LOCATION:</b> The post holder will be based in the Grimsby area but may be required to work at various sites across Hull, North East Lincolnshire and North Lincolnshire area.
<b>SALARY RANGE:</b> £21,636 per annum (pro rata)
<b>HOURS:</b> 30 per week to be worked flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays.
<b>REPORTS TO:</b> Service Manager
<b>OVERALL PURPOSE OF THE JOB</b>  To co-ordinate and develop North East Lincolnshire and Hull and East Yorkshire Mind's Bereaved by Suicide service to ensure that: <ul style="list-style-type: none"><li>• The project is resourced to deliver excellent outcomes</li><li>• volunteers are effectively supported and retained</li></ul>
<b>ROLE RESPONSIBILITIES</b>  <ol style="list-style-type: none"><li>1. Recruit, train and induct volunteers to meet organisational requirements in terms of numbers, availability, continuity and competencies/suitability.</li><li>2. Build and maintain effective networks and partnership working with local groups and other organisations as necessary to recruit volunteers</li><li>3. Establish and maintain links with external training providers for the progression of volunteers</li><li>4. Collaborate closely with partners to ensure that the overall needs of the service are met as demand within each locality fluctuates and changes.</li><li>5. Effectively assess the diverse needs of people who seek support or are referred.</li><li>6. Co-ordinate, develop and deliver appropriate training for volunteers</li><li>7. Ensure regular and effective communication with volunteers and students through a variety of methods to ensure they feel supported, heard and involved with the organisation.</li><li>8. Develop strategies to motivate and retain volunteers</li><li>9. Work collaboratively with staff to ensure:<ul style="list-style-type: none"><li>▪ a full understanding of the requirements of each service area</li><li>▪ accurate volunteer profiles are produced that maximise service delivery</li><li>▪ service requirements for volunteers and students are met across the project</li><li>▪ services have volunteer monitoring and appropriate supervision and support in place</li><li>▪ volunteers effectively support to deliver the Bereaved by Suicide service</li></ul></li><li>10. Contribute to resolving performance issues among volunteers and provide a problem solving and mediation role should issues arise</li><li>11. Promote Hull and East Yorkshire Mind and North East Lincolnshire Mind's Bereaved by Suicide service (volunteering programme) across North Lincolnshire and North East Lincolnshire:</li></ol>

- disseminating marketing material to a wide range of audiences
- attending events to promote the service
- organising volunteer recruitment events
- promoting volunteering opportunities via social media, through Hull and East Yorkshire Mind's email bulletins and our website

12. Develop good practice policies and procedures in volunteer management, review as necessary to ensure they are up to date and implemented consistently across the organisation
13. Keep up to date with legislative and other changes that may apply to volunteering, ensuring North East Lincolnshire Mind and Hull and East Yorkshire Mind are compliant
14. Monitor and evaluate the effectiveness and impact of the volunteering placement programme on an ongoing basis
15. Produce and provide reports, feedback and other information to internal management as required
16. Assist in securing additional resources through funding bids and other methods for the volunteering programme
17. Maintain accurate and up to date volunteer records, ensuring all volunteer contact is recorded
18. Ensure the efficient administration of services including analysis of data, maintaining accurate and up to date records using a range of management information systems in accordance with data protection and information governance standards.
19. Produce any information required for monitoring purposes and monthly/quarterly evaluation for a range of contracts and services.

#### **QUANTITATIVE ASPECTS OF THE ROLE**

Example indicators used to assess performance in the role include:

- Numbers of volunteers against service area needs and requirements (recruitment and retention)
- Time from volunteer recruitment to commencement
- Number of volunteers contributing to our work across services and activities
- Service area manager/staff perception of quality/continuity/usefulness of volunteer input

#### **NOTES**

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

In addition to the contents of this job description employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of their role and the overall business objectives of the organisation.

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## Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established charity with over 40 years' experience of delivering services to people with, or at risk of, mental health issues in Hull, the East Riding of Yorkshire and North East Lincolnshire. More recently we have also become a Housing Association.

Hull and East Yorkshire Mind is affiliated to the Mind network made up of over 130 charities across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and community. Our vision is that we will not give up until everybody experiencing a mental health problem gets both support and respect.

We provide a range of services, including advice, counselling, group support, personal budgets and housing for adults, young people and children.

We have a motivated workforce of over 90 staff, with 100 active volunteers and a number of social work students on placement.

Hull and East Yorkshire Mind also operate as North East Lincolnshire Mind on the Southbank.

## Person Specification

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

<b>Job Title:</b> Bereaved by Suicide Service Coordinator	<b>Created:</b> March 2020
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Area	Criteria	Essential	Desirable
Key knowledge	Demonstrable understanding of what mental health is and how to support better mental health	✓	
	Demonstrable understanding of techniques and strategies used to manage mental health issues.	✓	
	Understanding of the different options for supporting people bereaved by suicide including emotional and practical assistance	✓	
	Understanding of the benefits of volunteering for the people who use our services and the volunteer		✓
	Knowledge of processes and best practice in volunteer recruitment, development and retention		✓
Relevant experience	Of recently supporting individuals on a 1:1 and group basis	✓	
	Ability to effectively plan and organise own workload and co-ordinate resources to meet demand	✓	
	Experience of setting up new projects		✓
	Experience of monitoring and evaluating projects		✓
	Evidence of the ability to engage and influence colleagues and volunteers in a positive manner		✓
Key competencies	Is able to challenge unethical behaviour in a confident and appropriate way	✓	
	Able to plan and prioritise own workload, as well as working as part of a team, to ensure both the clients' needs and the project outcomes are met	✓	
	Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Demonstrates resilience when under pressure or faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	Able to make sound decisions quickly by processing and collating information from a variety of sources	✓	
	Able to search for, and implement, new and improved ways of working	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
Additional requirements	Possession of a full current driving license with use of a motor vehicle with business insurance and prepared to travel across the region.	✓	
	Enthusiastic with a high degree of personal motivation and a flexible approach to working hours	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	Qualification in a relevant discipline, eg Information, Advice and Guidance, CBT, cCBT, Mental health First Aid, Equality and Diversity, Dealing with Difficult Situations, Safeguarding Adults/Children		✓

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# Our Model of Mental Health Care (REACH)

At Hull & East Yorkshire and North East Lincolnshire 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.

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# 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

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 Aviva. 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 North East Lincolnshire Mind and 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.