

18 December 2020

Dear Applicant,

Thank you for your interest in this post of Assistant Mindline Trans+ Coordinator at Bristol Mind.

Mindline Trans+ is currently open Mondays and Fridays 8pm to midnight, provided by volunteers who are, or have history or lived experience of being, trans, non-binary, genderfluid, or agender. The service was set up by Bristol Mind and Mind in Somerset in February 2017 in response to research, undertaken by Mind, which identified that LGBTQ+ people and specifically transgender people experienced higher rates of poor mental health due to stigma, discrimination, and a lack of understanding within general mental health services.

Mindline Trans+ offers emotional support and an information signposting service. Bristol Mind operates the service on Monday nights, and we are looking to open the service on Wednesdays as soon as possible. The successful candidate will be working towards opening this new night, focusing on recruitment and training of volunteers whilst maintaining support to existing volunteers and publicising the service across the UK.

The aim of the service is to offer anyone who may need emotional support a space to talk. Volunteers undertake a rigorous training programme, in which they learn to listen to callers with a supportive and empathic approach. Callers are often isolated or not out, and can have no-one close to talk to. The helpline has access to a database which has information on UK-wide groups, services, etc., and can provide signposting on aspects of trans+ mental health. Mindline operates in line with the overall aims and principles of Bristol Mind to campaign for a socially just society, which promotes and sustains good mental health for all.

Please note that we are only seeking applications from individuals who have had a lived experience of gender transition, or who identify as trans+, non-binary, genderfluid, agender, or as a person with trans history. This is an occupational requirement under schedule 9 (part 1) of the Equality Act 2010.

Please find below a job description, person specification and application form (or download from www.bristolmind.org.uk). Completed application forms should be sent to admin@bristolmind.org.uk. Please ensure you address all the points of the job description.

Closing date for applications is **Sunday, 03 January 2021, at 11:59pm.**

Interviews will be held on **Tuesday, 05 January 2021**, via online video.

Yours Faithfully,

Liz Sorapure

Projects Coordinator: Mindline, Mindline Trans+, Meeting Minds, and Women Without Borders

Job Description

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| Job Title: | Assistant Mindline Trans+ Coordinator |
| Grade: | £24,982 - £27,041 per annum FTE (pro-rata from 37 hours), depending on experience. An employer pension scheme is available. |
| Hours: | Part time, 16 hours per week, comprising 1.5 core days and the remainder flexible to cover on-call cover, support, and supervision. Some evening and weekend work will be required. |
| Place of work: | Based at the Bristol Mind Office, 35, Old Market Street, Bristol. Remote working for the duration of the COVID-19 pandemic. |
| Annual leave: | Equivalent to 25 days pro-rata plus public holidays for the first three years, then an extra day per year for every full year worked, up to a maximum of 30 days pro-rata plus public holidays. |
| Responsible to: | Mindline Coordinator |

1. Purpose of the Post:

- 1.1. To oversee the Mindline Trans+ service
- 1.2. To work on extending the service to a third night through recruitment of volunteers
- 1.3. To provide support and supervision to volunteers
- 1.4. To ensure the helpline maintains sufficient volunteers with lived experience to support the service, including some for whom volunteering is part of their recovery journey from mental health challenges, through ongoing recruitment.

2. Special Features:

- 2.1. We are only seeking applications from individuals who have had a lived experience of gender transition or who identify as trans+, non-binary, genderfluid, agender, or as a person with trans history. This is an occupational requirement under Schedule 9 (Part 1) of the Equality Act 2010.
- 2.2. This post is a 1-year contract subject to completion of a 3-month probationary period. The role includes a requirement to contribute to fundraising for the role to be continued beyond this period, with support from managers.
- 2.3. The service is currently operating virtually from volunteers' homes due to COVID-19, and Bristol Mind staff are working mostly from home.

3. Main Tasks:

- 3.1. **Coordination of the Mindline Trans+ Service**
 - 3.1.1. Coordinate the running of a third night in the week for Mindline Trans+
 - 3.1.2. Oversee the day-to-day running of Mindline Trans+ in Bristol
 - 3.1.3. To recruit and train, with colleagues, more volunteers to support the opening of a third night for the helpline
 - 3.1.4. To provide supervision to volunteers
 - 3.1.5. To ensure all policies and procedures are being followed
 - 3.1.6. To plan ongoing recruitment of volunteers as required



- 3.1.7. To work with colleagues to ensure effective internal systems, including but not limited to rotas, supervision, maintenance of records, and GDPR compliance.
 - 3.1.8. To monitor and evaluate service quality and relevance to user needs
 - 3.1.9. To maintain accurate and up-to-date records of publicity undertaken
 - 3.1.10. To submit monitoring and evaluation information about the helpline as required by the Mindline Coordinator
 - 3.1.11. To ensure that information resources for the service are kept up-to-date
 - 3.1.12. To contribute to planning and delivery of 6-weekly volunteer meetings
 - 3.1.13. To contribute to fundraising for the role to be continued
 - 3.1.14. To be responsible for the social media profiles and website for Mindline Trans+
 - 3.1.15. To liaise with Mind in Somerset, Bristol Mind's partner in the service.
- 3.2. Development of Mindline Trans+ Volunteering**
- 3.2.1. To identify and respond to ongoing training and support needs of volunteers to ensure the quality and reliability of the service and the wellbeing of the volunteers.
 - 3.2.2. To identify recruitment needs and to plan and deliver the core training programme for new volunteers, with assistance from colleagues.
 - 3.2.3. To ensure effective monitoring of outcomes for volunteers, using Views
- 3.3. Development of Mindline and related services**
- 3.3.1. To maintain a good working partnership with Mind in Somerset
 - 3.3.2. To ensure that the views of service users inform Mindline's day-to-day operation and strategic development
 - 3.3.3. To contribute to events and activities that contribute to the visibility of, and raise resources for, Mindline and Bristol Mind as a whole
 - 3.3.4. To promote the helpline to potential users and mental health professionals
 - 3.3.5. To work with your line manager and partners to develop new initiatives in response to evidenced needs of service users
- 3.4. Contribution to the overall running of Mindline and Bristol Mind**
- 3.4.1. To contribute to the effective running of the organisation within legal and good practice frameworks, in conjunction with colleagues.
 - 3.4.2. To contribute to Bristol Mind's strategic and operational plans and ensure that all work and activities contribute to their delivery.
 - 3.4.3. To contribute to writing and maintaining up-to-date policies and procedures for the organisation.
 - 3.4.4. To carry out work in accordance with Bristol Mind's policies and procedures, current legislation, and quality standards.
 - 3.4.5. To be prepared for, attend, and engage in staff meetings, supervision, appraisal, and training, as agreed with your line manager.
 - 3.4.6. To promote and represent Mindline and Bristol Mind with key partners and stakeholders, and to ensure that the organisation is presented in a professional manner to its members and stakeholders.



- 3.4.7. To take responsibility for your own safety and that of colleagues and visitors in the workplace.
- 3.4.8. To undertake other tasks which may not be included in this job description, but which fall within the scope of this post.

Review: This job description is subject to periodic review.

Person Specification

Assistant Mindline Tran+ Coordinator

The following are the qualifications, experience, knowledge, skills, and attitudes we are looking for in the person we wish to appoint for this post.

1. Qualifications

1.1. Desirable

- 1.1.1. A qualification in Counselling
- 1.1.2. Qualifications in life-related interventions, such as Coaching, NLP, Mindfulness, etc.

2. Experience

2.1. Essential

- 2.1.1. Experience of working or volunteering on a helpline providing emotional support
- 2.1.2. Experience of providing training to groups
- 2.1.3. Experience of supporting volunteers
- 2.1.4. Experience of working with people experiencing mental health challenges, gained in a volunteering and/or professional capacity

2.2. Desirable

- 2.2.1. Experience of developing and coordinating training
- 2.2.2. Experience of working with people from broad and diverse backgrounds
- 2.2.3. Experience of disseminating information and signposting
- 2.2.4. Experience of project development

3. Skills

3.1. Essential

- 3.1.1. Good interpersonal skills
- 3.1.2. Ability to line manage, supervise, motivate, and support volunteers
- 3.1.3. Ability to support the recruitment, development, and retention of volunteers
- 3.1.4. Ability to coordinate the development, delivery, and evaluation of training
- 3.1.5. Ability to work effectively as part of a team



- 3.1.6. Ability to organise own work and carry it out
- 3.1.7. Ability to work in partnership with service users to plan and develop services, etc.
- 3.1.8. Ability to ensure effective monitoring of outcomes (for service users and volunteers), and prepare reports and presentations.
- 3.1.9. Competent ICT skills, including the use of Word, Zoom or Skype, Excel, PowerPoint, and email

4. Knowledge

4.1. Essential

- 4.1.1. An awareness of current political and social issues, with experience of tackling and reducing unconscious/conscious discrimination and exclusion
- 4.1.2. Understanding of the way in which services, including mental health services, can inhibit people's recovery by creating dependency and exacerbating social exclusion
- 4.1.3. An understanding of outcomes and how these might be applied to wellbeing and recovery activities
- 4.1.4. An understanding of a range of skills and interventions linked to wellbeing and recovery practice, e.g. counselling, community signposting, life coaching, etc., and their role in supporting recovery and resilience
- 4.1.5. An understanding of how engagement in volunteering can aid an individual's recovery from mental distress

5. Attitudes

5.1. Essential

- 5.1.1. A commitment to the rights and self-determination of people who experience mental health problems
- 5.1.2. Commitment to sharing ideas, information, and knowledge
- 5.1.3. Commitment to values of recovery practice and social inclusion in mental health
- 5.1.4. A commitment to your own and others' professional development
- 5.1.5. Enthusiasm, warmth, empathy, and self-motivation
- 5.1.6. An understanding of the requirements of delivering services in the context of diversity and equal opportunities

