

11/01/2021

Dear Applicant,

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

Mindline is our evening emotional support helpline, which is currently open 7 nights a week from 7pm to 11pm. The service is provided by 40+ volunteers, supported by a small team of staff. It was set up by Bristol Mind in 1995 in response to research which showed that people using local mental health services wanted more 'out of hours' crisis support. The helpline is funded jointly by Bristol City Council and NHS Bristol, North Somerset, and South Gloucestershire Clinical Commissioning Group (CCG). In addition, since February 2017, Bristol Mind and Mind in Somerset have provided Mindline Trans+ specific emotional support and information signposting service. This service operates on Monday nights.

The aim of the service is to offer a space to anyone who may need emotional support and a space to talk. Volunteers undertake rigorous training program in which they learn to listen to callers in a supportive, empathic approach. Sometimes people are isolated or have no-one close to talk to. The helpline has access to a database which has information on local groups, services, etc., and can provide information on aspects of mental health, e.g. rights, which can support callers in making their own informed choices. 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.

The successful candidate will assist the Mindline Coordinator in all aspects of the day-to-day running of the helpline, including volunteer recruitment, training, and rota management; promotion of the service; and providing supervision and continuing professional development to the volunteer team.

This position is for 20 hours per week, which will be split over three core days: Monday, Tuesday, and Friday – with four hours allocated on other days for on-call cover and supervisions, to include two evenings per week – one of which will be a weekend evening. The successful candidate will need to be flexible to accommodate volunteer supervisions, which can be planned in advance.

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 has been extended to **Wednesday, 27 January 2021, at midday.**

Interviews will now be held **between 9am and 4pm on Monday, 1 February 2021**, via online video.

Yours Faithfully,

Liz Sorapure

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

Job Description

Job Title:	Assistant Mindline 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, 20 hours per week, comprising 3 core days (Monday, Tuesday, and Friday), with 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 assist the Mindline Coordinator in all aspects of the day to day running of the helpline, including (but not limited to) volunteer recruitment, training and shift rota management, the promotion of Mindline to potential service users and other organisations.
- 1.2. A key part of the role is providing clinical supervision and continuing professional development to the volunteer team.

2. Impact of COVID-19:

- 2.1. The Mindline service is currently being provided from volunteers' homes via a virtual call handling system.
- 2.2. Staff are able to work from the offices of Bristol Mind as the role is considered a "key worker", and guidelines are in place for safe working.
- 2.3. Most Bristol Mind staff are currently working from home, but some office based hours are expected to resume as soon as this is reasonable.

3. Main Tasks:

3.1. Coordination of the Mindline Service

- 3.1.1. Assist the Mindline Coordinator in all aspects of the day-to-day running of the helpline.
- 3.1.2. Ensure the helpline's rota and shifts are covered.
- 3.1.3. Respond to email and telephone enquiries about the service, volunteering, and from other agencies.
- 3.1.4. Assist in effective monitoring of the service, and ensure procedures are implemented to ensure the service is delivered to a high quality.
- 3.1.5. Ensure training materials are kept up to date.
- 3.1.6. Ensure personnel, supervision, and safeguarding records are kept accurate and up to date.
- 3.1.7. Support volunteers to ensure the quality and reliability of the service, as well as the wellbeing of the volunteers.



- 3.1.8. Provide support through clinical supervision, primarily during office hours but with occasional flexibility for volunteers with work commitments during the day.
 - 3.1.9. Assist the Mindline Coordinator in the continuing professional development of all Mindline volunteers.
 - 3.1.10. Promote Mindline to the local community and other organisations.
 - 3.1.11. Attend, and promote our services at, wellbeing events and workshops in Bristol and the surrounding area.
 - 3.1.12. Assist the Mindline Coordinator to deliver the core Mindline training programme for new volunteers as and when required.
 - 3.1.13. Assist in the organisation of six-weekly evening volunteer team meetings, including arranging visiting speakers and CPD sessions.
 - 3.1.14. Be available for on-call support during shifts, including some weekends, on a rota basis with other staff.
 - 3.1.15. Work with colleagues to ensure effective internal systems, including but not limited to rotas, supervision, maintenance of records, and GDPR compliance.
- 3.2. Contribution to the overall development and running of Mindline and Bristol Mind**
- 3.2.1. Ensure that the views of service users are shared with the Mindline Coordinator to inform project development.
 - 3.2.2. Assist the Mindline Coordinator in the development of other volunteer services specifically supporting people's mental health and wellbeing.
 - 3.2.3. Carry out work in accordance with Bristol Mind's policies and Mindline procedures, current legislation, and quality standards.
 - 3.2.4. Ensure that the organisation is presented in a professional manner to its members and stakeholders.
 - 3.2.5. Take responsibility for your own safety and that of colleagues and visitors in the workplace.
 - 3.2.6. To contribute to events and activities that contribute to the visibility of, and raise resources for, Mindline and Bristol Mind as a whole.
 - 3.2.7. To contribute to the effective running of the organisation within legal and good practice frameworks, in conjunction with colleagues.
 - 3.2.8. To be prepared for, attend, and engage in staff meetings, supervision, appraisal, and training, as agreed with your line manager.
 - 3.2.9. 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 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. Essential

- 1.1.1. Diploma in Counselling Studies or equivalent knowledge and experience of using counselling theoretical approaches

1.2. Desirable

- 1.2.1. Mental health training, e.g. Mental Health First Aid or ASIST
- 1.2.2. Evidence of continuing professional development in mental health related courses
- 1.2.3. A qualification in Training

2. Experience

2.1. Essential

- 2.1.1. Experience volunteering or working on a helpline offering emotional support
- 2.1.2. A good understanding of safeguarding, ideally within a mental health environment
- 2.1.3. Experience providing peer support or supervision in a therapeutic environment
- 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 assisting in delivering training
- 2.2.2. Experience of public speaking

3. Skills

3.1. Essential

- 3.1.1. Good communication and interpersonal skills
- 3.1.2. Good organisational and administrative skills, including use of ICT
- 3.1.3. Competency to manage and action safeguarding concerns
- 3.1.4. A good telephone manner

3.2. Desirable

- 3.2.1. Ability to use PowerPoint



4. Knowledge

4.1. Essential

- 4.1.1. Knowledge of mental health issues, gained in a personal and/or professional capacity
- 4.1.2. An awareness of current political and social issues, with experience of tackling and reducing unconscious/conscious discrimination and exclusion
- 4.1.3. Understanding of the way in which services, including mental health services, can inhibit people's recovery by creating dependency and exacerbating social exclusion
- 4.1.4. An understanding of the requirements of delivering services in the context of diversity and equal opportunities
- 4.1.5. An understanding of outcomes and how these might be applied to wellbeing and recovery activities
- 4.1.6. 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
- 4.1.7. An understanding of how engagement in volunteering can aid an individual's recovery from mental distress

5. Attitudes and Attributes

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; values and participates in being part of a team
- 5.1.3. Commitment to values of recovery practice and social inclusion in mental health
- 5.1.4. Commitment to your own and others' professional development
- 5.1.5. Commitment to being punctual, reliable, and organised
- 5.1.6. Enthusiasm, warmth, empathy, patience, and self-motivation
- 5.1.7. A good level of self-awareness

