

Recruitment Pack

**Coaching and
Therapeutic Lead
(maternity cover)**

April 2024

Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that has been co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

- Connect Minds** through ongoing engagement and co-creation.
- Change Minds** by challenging stigma and increasing knowledge around mental health.
- Support Minds** by being a source of help, where, when, and how people need it.

We value being:

Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

Bold

We're not afraid to demand better for people who need our help.

Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

Join us to connect, change and support minds in Lancashire.



Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

Flexible working

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

Wellbeing benefits

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

Learning and development

You'll have protected time during regular supervision sessions with your line manager to reflect on and plan the work you do. We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

Who you'll work with

Lancashire Mind has a wellbeing coaching service for adults and children and young people from the age of 10. Support is delivered both virtually and face-to-face in the community, through several projects.

Wellbeing Coaching is a step 2 secondary prevention service which delivers 1:1 and small group support sessions. Wellbeing coaches work with people at risk of developing a mental health condition to enable them to develop positive coping strategies and take action to improve their wellbeing.

Wellbeing coaches deliver 6 x 1:1 sessions of 1 hour in length. They offer low intensity interventions to help people build resilience, develop healthy coping strategies, and improve their wellbeing and quality of life.

We deliver a project called Flourishing Minds in Blackburn with Darwen which is a community wide partnership project offering wellbeing support. Wellbeing coaching is a significant element of this project.

Lancashire Mind is also a delivery partner on the national Mind funded Supported Self-Help which offers 7 x 20 minute sessions with a practitioner as well as helpful tools and strategies in workbooks and self-management resources.

From September 24 we will also be piloting a low-cost therapeutic service which will include person centred counselling and cognitive behavioural therapy at step 3 of the Stepped Care Model.

Clients will be referred into Lancashire Mind and we will undertake an assessment to determine the most appropriate type of support and then assign accordingly within

the team. This will result in a significant increase in reach and the numbers of people we are able to support with their mental health.

Your role

This is a fantastic opportunity to join Lancashire Mind at an exciting time as we prepare to rollout our low-cost therapeutic service. The current postholder is going on maternity leave so we are looking for someone who is able to step into the role and hit the ground running. You will be tenacious, motivated, flexible and adaptable.

You will be a mental health practitioner with experience of delivering therapeutic services and the ability to mobilise a new service. You will understand the Stepped Care Model and the different types of therapy and support to meet client needs. You will be effective at quality assurance and leading a safe and effective service.

Along with managing the rollout of the therapeutic service, you will manage several projects including Flourishing Minds, Supported Self-Help and our Wellbeing Coaching service for Adults. As such, you will have experience of project management processes such as mobilising project, setting and monitoring progress against targets, reporting and liaising with partners and funders.

You will lead a small team so will have experience of line and team management and have the ability to motivate and inspire others. You will build relationships and networks with a range of services across Lancashire. With this in mind, the successful candidate will have excellent communication skills.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.

Job description

Job title: Coaching and Therapeutic Lead

Hours: 28 to 35 hours

Contract: Maternity cover until 30 June 25

Salary: £31,556 (pro-rata)

Responsible to: Services Director

Location: Contractual base is Chorley. You will have a mixture of home and office working with meetings at locations across Lancashire.

Overview

As the Coaching and Therapeutic Lead, you will lead and develop Lancashire Mind's Wellbeing Coaching service and mobilise a pilot of therapeutic services in Autumn 2024. You will also manage a number of Lancashire Mind coaching focussed projects, including Flourishing Minds and Supported Self-Help. You will be responsible for all the associated project management, monitoring and evaluating, partner liaison, reporting to ensure that projects meet the agreed outputs and outcomes.

You will lead a small team, providing motivational and supportive line and team management. You will work closely with both internal and external stakeholders to develop our Wellbeing Coaching service and Therapeutic service and increase reach. You will ensure all processes and paperwork are fit for purpose and enable us to provide a comprehensive and quality offer to support people with their mental health.

Main duties and responsibilities

- Lead on the successful delivery of the wellbeing coaching service and associated projects, ensuring Lancashire Mind delivers against targets and provides a quality and consistent service
- Mobilise, develop and lead Lancashire Mind's therapeutic service and all associated processes to provide clients with alternative forms of therapy
- Develop robust quality assurance processes and maintain monitoring systems to ensure we deliver effective, safe services and can demonstrate the impact of our services
- Develop and maintain positive relationships with stakeholders and partners to collaborate and deliver against project targets
- Provide strong and supportive management to lead a cohesive and productive team
- Provide oversight and support to several therapy student placements ensuring they deliver our service model to clients
- Understand and implement key policies and procedures, such as safeguarding and GDPR compliance within projects and services.
- Ensure all required monitoring, evaluation and reporting is completely in an accurate and timely manner

- Build and maintain strong and active relationships with project partners and stakeholders to develop and maintain referral pathways
- Collaborate and engage with people who use services, internal and external stakeholders to ensure continuous service improvement
- Capture stories to help encourage others to use the service and challenge the stigma around mental health
- Work with colleagues to identify opportunities to develop this area of work and support colleagues to write funding bids
- Be an ambassador for Lancashire Mind, promoting our range of services and supporting our fundraising efforts eg. volunteering at events such as Mental Elf and World Mental Health day
- Attend internal and external meetings and training, as and when necessary
- Undertake flexible working hours including evening and weekends (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date)
- Travel across Lancashire as required and attend face to face team meetings in the office or an alternative location (travel expenses reimbursed, except for usual commute to and from work)
- Undertake other duties, as and when deemed necessary by a Senior Manager

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.



Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
Qualifications and/or work experience	1. Relevant work experience in a similar role, preferably in the voluntary, community or health sector	A
	2. Relevant qualification in psychology, counselling or a related subject	A
Knowledge and experience	1. Supporting people on a one-to-one basis with their mental health, with an understanding of the barriers to achieving mental wellbeing	A
	2. Managing projects or services in the health or voluntary sector involving multi-agency partnerships	A and I
	3. Experience of coaching and cognitive behavioural therapy and utilising a range of behaviour change techniques	A and I
	4. Experience of successfully engaging and working with a wide range of stakeholders to deliver project outcomes	A and I
	5. Knowledge and understanding of professional boundaries, safeguarding and data protection policies and procedures	A and I

Skills, abilities and competencies	6. Experience of monitoring and evaluation and demonstrating impact	A
	1. Exemplary communication skills; able to engage, inspire and motivate a range of audiences	I
	2. Ability to successfully mobilise a new service at pace and manage change within a team	A and I
	3. Excellent numeracy, literacy and report writing skills with the ability to maintain accurate records	A
	4. Ability to handle multiple tasks in a fast-paced environment, set priorities for yourself and others	I
	5. Skilled in building and maintaining relationships with a wide range of stakeholders and partners	A and I
	6. Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to learn new software packages, including video conferencing platforms	A
Personal attributes	1. Resilient and committed to promoting mental wellbeing for all	A
	2. A demonstrable personal commitment to equal, diversity and inclusion; and challenging discrimination	I
	3. Positive, enthusiastic and friendly attitude	I

To apply

If you would like to discuss the job before applying, contact Sarah Jeffrey, Head of Services: sarahjeffrey@lancashiremind.org.uk

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is 9am on 13 May

Email your completed application form to admin@lancashiremind.org.uk. Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place on 22 May so please keep this date free as alternatives can't be offered. Successful candidates will be notified no later than 17 May. Interviews will be held in-person at the Lancashire Mind offices in Chorley.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- We allow 30 minutes for candidates to read the panel questions and make notes, which can be referred to during the interview.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

Lancashire Mind

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