

INFORMATION PACK

**Community development
officer StaRt**



WELCOME

Thank you for your interest in our organisation and this role.

We're currently looking for an experienced Community development officer. We're looking for someone who's driven to make a real difference within the local community through the delivery of services, with our charitable purpose at the centre of everything.

Teesside Mind has been working in local communities to improve mental health and wellbeing for over 25 years. Mental health has never been as widely understood or help so widely available.



Ours is a vibrant organisation to work for and our staff are our most important asset. We are compassionate, trustworthy, and determined. We use evidence-based interventions, backed up by policies, training and expert support to help people lead full and happy lives.

I hope you'll be interested in joining our small but focussed and impactful team once you've read this pack and I look forward to meeting you.

Emma Howitt
Chief Executive Officer

We helped Peter set up a football team

'Mind has been a good support, knowing I could call them has been a great help. I was struggling with my mental health, playing football improved this, it feels rewarding when I am doing it. Mind gave me the confidence to keep going with the group, it feels like a group of mates, as we have been playing together for that long.'

OUR VALUES

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



We support Maggie with her mental health recovery

'I now feel like there may be a light at the end of a very dark tunnel. All I have ever wanted is to be listened to in regards to my mental health. Finally, I am being heard. The months we have worked together, gave me hope, coping mechanisms, advice and ultimately got me what I have always wanted - a diagnosis (from secondary services).'

THE ROLE

This role is to support community delivery of the Strategies for Relatives (StaRt) programme by recruiting and training volunteers and supporting them to set up and facilitate the programme.

The StaRt programme helps families and carers of people with dementia to understand and support them in the best ways possible. It gives them knowledge and understanding around things like behavioural changes, planning for the future, and self-care for carers.

Our experienced staff currently deliver this programme to small groups at Reed Marsh House in Redcar – through the development of a volunteer led programme of delivery, we can expand this offering out into more areas of Redcar and Cleveland.

Teesside Mind recognises the value that volunteers provide to our organisation and the communities that we support. As our organisation continues to grow, we want our volunteering programme to grow too, so that we can increase our reach within our community and increase the impact that Teesside Minds activities have on the wellbeing of people across the region.

Responsibilities of the role:

- Recruiting volunteers to help with delivery of StaRt groups (with support from our existing volunteer recruitment team).
- Training volunteers to deliver StaRt (following a pre-established training programme).
- Supporting volunteers throughout their time with Teesside Mind (supported by our existing volunteer programme).
- Promoting the StaRt programme to local communities (with support from the existing Dementia Advisory Outreach service staff).

You will achieve this by:

- Undertaking your own initial training in the StaRt programme and developing a good level of knowledge and understanding about the programme and its benefits as well as a good understanding of dementia and living well with dementia.
- Familiarising yourself with the Teesside Mind volunteering process and associated materials.
- Promoting volunteering and volunteer opportunities internally and externally.
- Recruiting and training community volunteers in StaRt delivery including assisting with the established Teesside Mind volunteer induction process for these volunteers.
- Supporting trained Volunteers with regular contact, including recording their volunteering hours, meeting to discuss progress, concerns, and wellbeing.
- Hosting regular volunteer team meetings.
- Engaging with the local community to help them get to know Teesside Mind and specifically our carers and Dementia services.
- Developing a good understanding of and positive relationships with local dementia networks and organisations.
- Supporting the Operations manager with reporting by providing regular information and updates, and by undertaking accurate record keeping on case management systems.
- Maintaining a positive working relationship with colleagues at Teesside Mind and with NHS colleagues at Reed Marsh House memory clinic.

Person specification

Requirements

Essential unless indicated.

Qualification

Educated to GCSE A-C (4 or above) or equivalent
Volunteer management qualification (Desirable).

Experience

Working with and supporting volunteers.

Community engagement experience.

Experience of supporting and training
individuals / groups.

Project / service improvement and
development (desirable).

Close partnership working with other
organisations / services (desirable).

Working in a health and social care/mental
health/dementia role/environment (desirable).

Skills & Competencies

Strong interpersonal skills and the ability to work
with and engage a diverse range of people.

Project management skills (desirable).

Ability to organise work, manage own workload and
prioritise effectively, meet targets and deadlines.

Ability to work with minimum supervision, use own
initiative and make appropriate decisions.

Engagement and facilitation.

Up-to-date IT skills .

Monitoring and evaluation (desirable).

Communication, orally and in writing, including
sensitive information.

Knowledge

Understanding of the best practice for
working with volunteers.

Mental health and wellbeing.

Dementia (desirable).

Other requirements

Commitment to Teesside Mind's values
and objectives.

Car driver and use of own transport for
work purposes.



Main Terms and Conditions

Job Title:

Community development officer StaRt (Dementia advisory service)

Responsible to:

Operations Manager

Hours:

Part-time –18 hours per week

Salary:

£12,177.27 (£24,692.81 pa pro rata) plus contributory pension

Term:

Permanent

Holidays:

Starting at 26 rising to 32 days per annum plus public holidays.

Location:

Redcar based with travel throughout Redcar & Cleveland, may include some home working and some requirement to work from our Middlesbrough offices.

Dependencies:

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

The post holder must have a full valid UK driving licence and access to suitable transport as travel will be required throughout Redcar and Cleveland.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257020 to speak to Lucy Coleman or Email: lucy.coleman@teessidemind.org.uk

Please complete the application form which you can download from our website.

Interview dates: Wednesday 2nd April.

**Closing date for applications:
20 March 2025 by 12 noon**

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Community development officer StaRt



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Middlesbrough,
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