



Introduction

Thank you for your interest in joining Healthy Teen Minds!

We are a small organisation with big ambitions to change the future for children and young people. We believe the role young people can play in transforming the mental health 'system' is significantly undervalued and so we are working to challenge the status quo and enable young people-powered change.

About Healthy Teen Minds

Healthy Teen Minds was started in 2013 by our Director Robin Barker who wanted to find a way to enable changes in education and policy for children and young people's mental health utilising co-production; the co-design and co-delivery of a project or service. Originally an organisation of one, Healthy Teen Mind's is now a limited company with a small team working together to create a world in which young people's voices have influence on the decisions, issues and systems that impact their lives.

About We Can Talk

As a Registered Nurse in Mental Health working in Child and Adolescent Mental Health Services (CAMHS) Robin spent a lot of his clinical career in acute (physical health) hospitals seeing children and young people in a mental health crisis or following self-harm or overdose. He found his acute colleagues lacked the confidence to support children and young people experiencing mental health crisis, even though they were incredibly skilled in managing other patients, and would employ the same (or better!) techniques in engaging with them. Reviewing the existing research and talking with young people he encountered as well as hospital staff, he realised everyone was having a terrible experience and began looking for funding to develop what would become **We Can Talk**.

We Can Talk is a project using engagement and education to increase the skills and confidence of acute hospital staff in understanding and supporting children and young people's mental health. We currently support more than 50 hospital sites to deliver face-to-face training to equip hospital staff with the skills, knowledge and confidence to provide high quality care to children and young people presenting to hospital in a mental health crisis. We have also recently launched an [online module](#) that is available for free to all hospital workers in the UK.

In the 3 years of our existence **We Can Talk** has trained over 4000 members of hospital staff, and is entering an exciting phase of growth supporting up to 50 hospitals in the next year. This is where you come in! We need a talented Team Coordinator to support our project, keep us on track and join us in our mission to change the future for young people.



In addition to Robin and Karen, we employ Young Advisors, young people with lived experience, and Associate Trainers (from various backgrounds - hospital, CAMHS, patient experience) to deliver training and support the project.

If this sounds like a company you would fit in well with and a project you're excited to play a crucial role in, then please read through this pack and complete our google form application before 5pm on the 21st September 2020.

About the role

Job title: Team Coordinator

Contract type: 1 year fixed term (with possibility of extension)

Salary: c£25,000-£28,000 per year depending on experience

Hours: 37.5 hours per week, core hours negotiable (generally 8am start) but must be agreed at interview, we'd consider more 'unique' hours requests but please flag them at application

Other benefits: Up to 10% matched pension contribution, 35 days annual leave (plus 8 bank holidays)

Location: Home based, with regular national travel required.

Main responsibilities

To support the delivery of the **We Can Talk** project by:

- Supporting our network of Project Leads to help us roll out the project effectively. This includes being the main point of contact, assisting them with training booking and any other relevant tasks.
- Managing our diary of training events.
- Coordinating travel arrangements for the team, including accommodation.
- Organising all external event bookings, including catering.
- Assisting the team with marketing and communications activities, including ordering and sending out merchandise.
- Helping us scale the project in a sustainable way by improving systems and processes.

To support Healthy Teen Minds more generally by:

- Acting in a PA capacity to our Directors (2).
- Providing general administrative support to the team, e.g. sending diary invitations, agendas and key documents ahead of meetings, sending emails to key stakeholders, writing up key actions from meetings, summarising group discussions at events,etc.



- Performing any other relevant duties assigned within the scope of your role. E.g. data collection and entry.

Other information

- This role will be mainly based at home, however you will be required to travel to project sites regularly, approximately 1 or 2 days per month All of your travel will be paid for by Healthy Teen Minds.
- We want you to claim all of your annual leave in the year and we will be as flexible as possible. Due to the nature of our work, large chunks of annual leave (over 2 weeks) will not be granted during busy times. Our 'less busy' times are generally during the school holidays.
- This position will be subject to a satisfactory DBS check
- We have worked hard to ensure a culture of healthy work/life balance - we don't want our team to burn out. To maintain this we do not encourage or tolerate working practices such as regular long hours, lack of lunch breaks or regular weekend working. The successful candidate will be expected to respect this working culture.

About you

We are looking for a highly organised, kind person who genuinely respects young people and public sector workers and is as determined to create change as we are.

Skills/knowledge/attitude

Essential

- Admin Jedi - extremely organised and has a love for all things admin, with the knowledge and confidence to improve systems or set up new processes where needed.
- Excellent written communication skills, including the ability to proofread.
- Excellent verbal communication skills, you must have a clear and confident telephone manner.
- Good working knowledge of common calendar and meeting management tools, e.g. Outlook, Google Calendar, Microsoft Teams, Zoom etc.
- Excellent time management skills with the ability to manage competing priorities.
- Self sufficient with the ability to work independently and have the confidence to speak up when you are unsure.
- Cool head and the ability to keep calm when things go wrong.
- Ability to set boundaries around your working day. We don't want you to work more than your hours.
- Approachable and empathetic.



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- Committed to working in a non-discriminatory and anti-racist way.
- Must view our Young Advisors as equal members of the team and treat them with respect (e.g. no 'parenting')

Desirable

- Confident in using social media
- Able to design posters, social media cards and other basic marketing collateral.
- Basic level of public speaking

Experience

Essential

- At least 2 years experience in a similar role - e.g. project support or PA/EA role
- Experience of diary management
- Comfortable working with cloud based systems such as Google Drive or Office 365
- Experience of setting up and maintaining admin systems
- Experience of supporting customers/clients/other key stakeholders in a public facing role.
- Experience of working with young people
- Experience of working from home

Desirable

- Experience of working in a small team in a start-up or social enterprise or experience of working in a health organisation (NHS trust or arms length body) or school
- Experience of using third party email platforms such as Mailchimp or Constant Contact

To ensure the diversity of our team, we will appoint a candidate from a background that is currently under-represented in our organisation if two candidates are equally qualified (using positive action under the Equality Act 2010).

Key dates:

- Application forms due by 5pm 21st September 2020
- Shortlisted candidates will hear from us on the 25th September
- Interviews will take place on the 7th and 8th October 2020
- Successful candidate will be appointed on the 9th October with an anticipated start early/mid-November 2020

Please note that we are not accepting CVs as part of our application process.



How to apply

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To apply for the role, please read through this job pack carefully, then [complete this online application](#) form before 5pm on the 21st September 2020. We highly recommend that you prepare your answers in a Word document and paste them into the online application form when you are ready to apply. You will not be able to save and go back after submitting. The questions you will need to answer are below.

If you have any questions about the role please contact Karen Whitelaw, Deputy Director, Healthy Teen Minds; karen@healthysteeminds.com

Application form questions.

We will only accept applications submitted through our [online application](#) form.

Part 1: Name and contact details

Part 2: Application statements:

- Why do you want to work for Healthy Teen Minds? (Max. 300 words)
- In your opinion, why is the We Can Talk project important? (Max. 300 words)
- Tell us about your admin skills and describe how you have used them to improve processes for an organisation that you have worked for. Please provide a specific example (Max. 300 words)
- Tell us about a time when you had to manage competing priorities and deadlines. Please provide a specific example (Max. 300 words)
- In your opinion, what are the three most important things to consider when working in partnership with people from different organisations? Please provide examples from your own experience (Max. 400 words)
- Do you have any extra skills, hobbies or interests/expertise that you feel Healthy Teen Minds or **We Can Talk** could benefit from?

Part 3: Employment history

- Details of your current or most recent employment
- Details of up to 4 more relevant roles to support your application
- Details of any gaps in employment

Part 4: Education history

- Date, qualification level and grade of relevant education

Part 5: Details of 2 references

Part 6: Equality and diversity monitoring