



Head of Education & Training (West)

Information Pack

August 2022



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WELCOME

Dear Candidate

Thank you for your interest in the post of Head of Education & Training Services (West) with AWARE.

This is an exciting time for AWARE! We are in a strong position to promote awareness of common mental health issues and information on depression specifically. We are also in a position of growth and expansion.

Whilst Covid-19 has been a terrible experience it has highlighted how many of us can be impacted by poor mental health as a result of our environment. As such we've seen a significant increase in referrals and requests for training and information.

At this time we are also preparing to say goodbye to a long standing member of our senior management team and so are taking the opportunity for some restructuring to support our growth into the future ñ hence the advertisement of this post.

The role of Head of Education & Training Services (West) is integral to the organisation and plays a key role in developing and ensuring the effective delivery of key AWARE programmes alongside the Head of Education & Training (East).

The focus of AWARE's service delivery is on our network of peer-led support groups for those affected by depression and on the development and delivery of key programmes to support awareness-raising and education to promote positive mental health and manage mild to moderate mental ill health conditions.

We are keen to recruit and develop people who are passionate, positive and enthusiastic about their role within the organisation and about supporting people affected by depression, anxiety and bipolar disorder. We are seeking to recruit a dynamic, strategic and engaging individual with a passion to work within our Senior Management Team to develop our services.

In this information pack you can find out more about becoming part of team AWARE. Our organisation lives by the values of:

Dignity, respect and empathy - We will treat each other and our service users with dignity, respect and empathy

Integrity, professionalism and transparency - We are committed to the highest standards of professionalism, honesty and openness in all aspects of our work

Innovation and Excellence - We are committed to providing high quality services and to being innovative for the benefit of people using our services

These are the values that guide everything we do. We are a user-led organisation which prizes our volunteers and partners and seeks to work to the highest standards.

We believe this is what makes AWARE a great place to work.

I would like to thank you for your interest in joining team AWARE and we look forward to receiving your application.

Karen Collins
Chief Executive



OUR STORY

AWARE is the depression charity for Northern Ireland.



AWARE was established in Northern Ireland in 1996. We are the only charity in Northern Ireland dedicated exclusively to raising awareness of depression as a serious mental health illness and enabling people with depression or bipolar disorder to access support to help them with their condition.

A Derry-born charity, we now have two offices; one in Derry/Londonderry and a second office in Belfast.

AWARE was founded by people with personal experience of bipolar disorder and depression, of the negative impact this has on people's on their lives and of the lack of understanding and support available in the community at that time. They were driven by a passion to ensure that others should not suffer as they did. This user-led ethos remains a key driver of AWARE's work and the majority of our volunteers and staff bring to the organisation the unique insight of personal experience.

At AWARE, we believe that the people who use our services should have a say in how they are developed and delivered, so we employ people with experience of depression at every level in the organisation, including the Board of Trustees.



WHAT WE DO

AWARE provides a wide range of interventions for individuals and groups, so we've just listed some of the key ones here. You'll find a lot more information on our website at aware-ni.org.

SUPPORT GROUPS

AWARE has an established network of [25 support groups](#) in rural and urban areas across the country, which are run by our trained volunteers. We also offer a series of online support groups and these have been particularly valuable throughout the pandemic. Support groups welcome people with depression and bipolar disorder as well as carers for people with the illness. We also deliver [Information Outreach](#) sessions and attend community events to give more information about AWARE and our services.

EDUCATION AND TRAINING SERVICES

AWARE delivers mental health and well being programmes into communities, schools, colleges, universities and workplaces. These programmes include our suite of [Mood Matters](#) programmes, [Living Life to the Full](#), [Mental Health First Aid](#) and [Mindfulness](#). We offer a range of resources tailored to the particular mental health challenges faced by children and young people. Some of these involve engaging directly with schools, as well as providing pathways for individuals.

INTERACTIVE PHONE, WEBSITE AND EMAIL SERVICE

Aimed at those directly affected, or those that care for them, these [email and phone services](#) offer support and information about issues relating to depression, anxiety, and bipolar disorder. We actively listen to any concerns or questions a service user might have and identify the most appropriate options for them at that time, informing him or her of appropriate, alternative services available within AWARE and externally.

INFORMATION BOOKLETS AND FACTSHEETS

All of our services are supported by carefully designed guidance delivered in printed booklets, factsheets and made available online. These valuable resources are tailored to individual groups, carers, volunteers and fundraisers ñ including sector-leading [fundraising kits](#).



OUR VISION, MISSION AND VALUES

From the first support group set up in Derry 25 years ago, AWARE has grown in strength and diversity. We are now one of the leading mental health charities in Northern Ireland but we know there are still challenges to meet and exciting opportunities to develop.



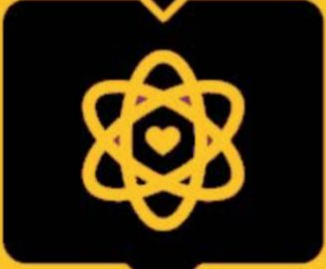
Our Vision

- A future where everyone can talk about their mental health openly, access services appropriate to their needs and develop the skills and knowledge to maintain positive mental health



Our Mission

- To promote emotional health and wellbeing
- To help people build resilience and maintain positive mental health
- To ensure people with depression, anxiety and bipolar disorder are aware of and can access appropriate support
- To increase public understanding of depression and reduce the stigma surrounding the illness

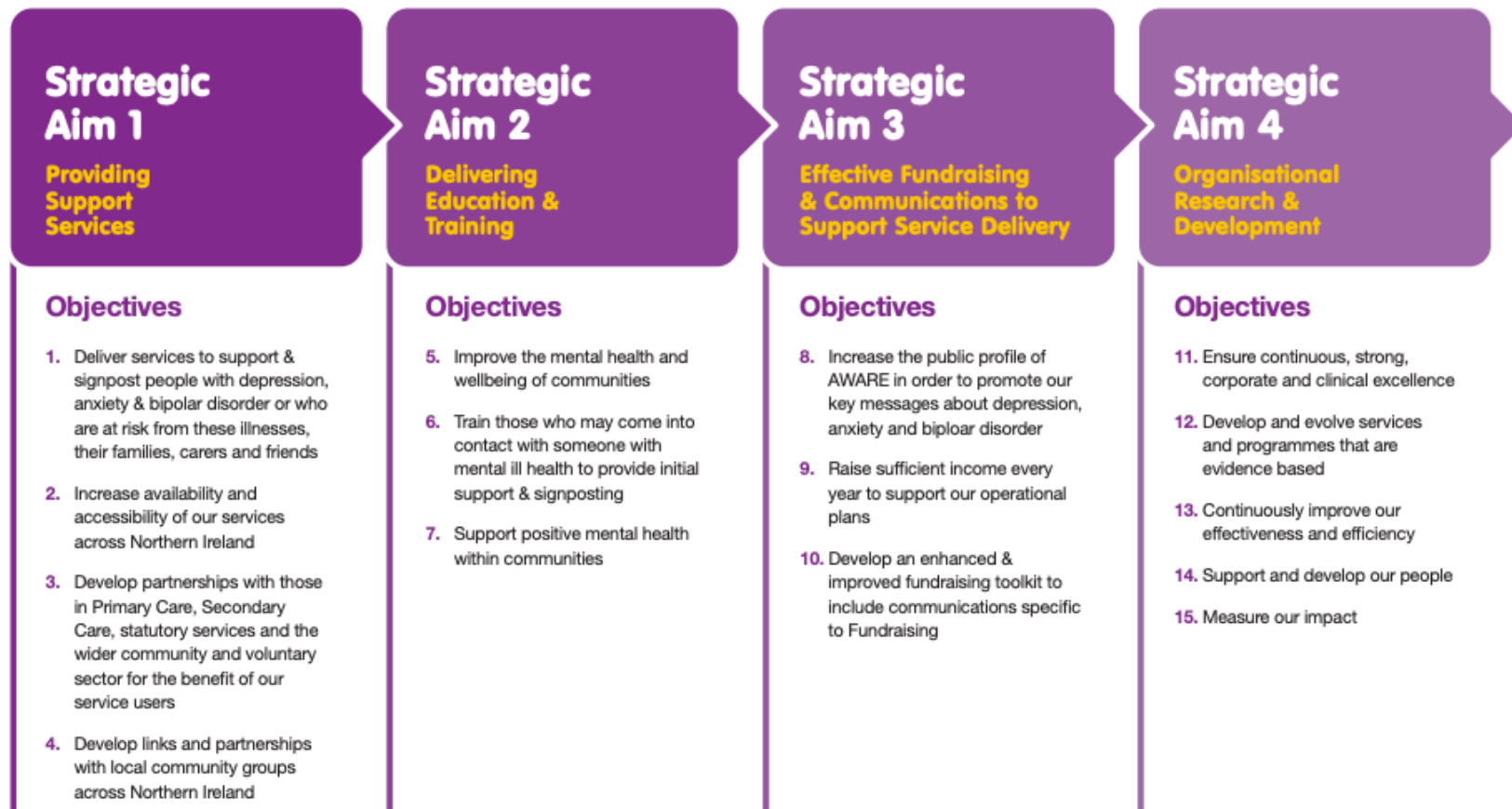


Our Values

- Dignity, respect and empathy - We will treat each other and our service users with dignity, respect and empathy.
- Integrity, professionalism and transparency - We are committed to the highest standards of professionalism, honesty and openness in all aspects of our work.
- Innovation and Excellence - We are committed to providing high quality services and to being innovative for the benefit of people using our services.

OUR STRATEGY

You can click here to [download a pdf version of our 2019-2024 strategy](#), but we've included our key aims from it on this page.



OUR FINANCES

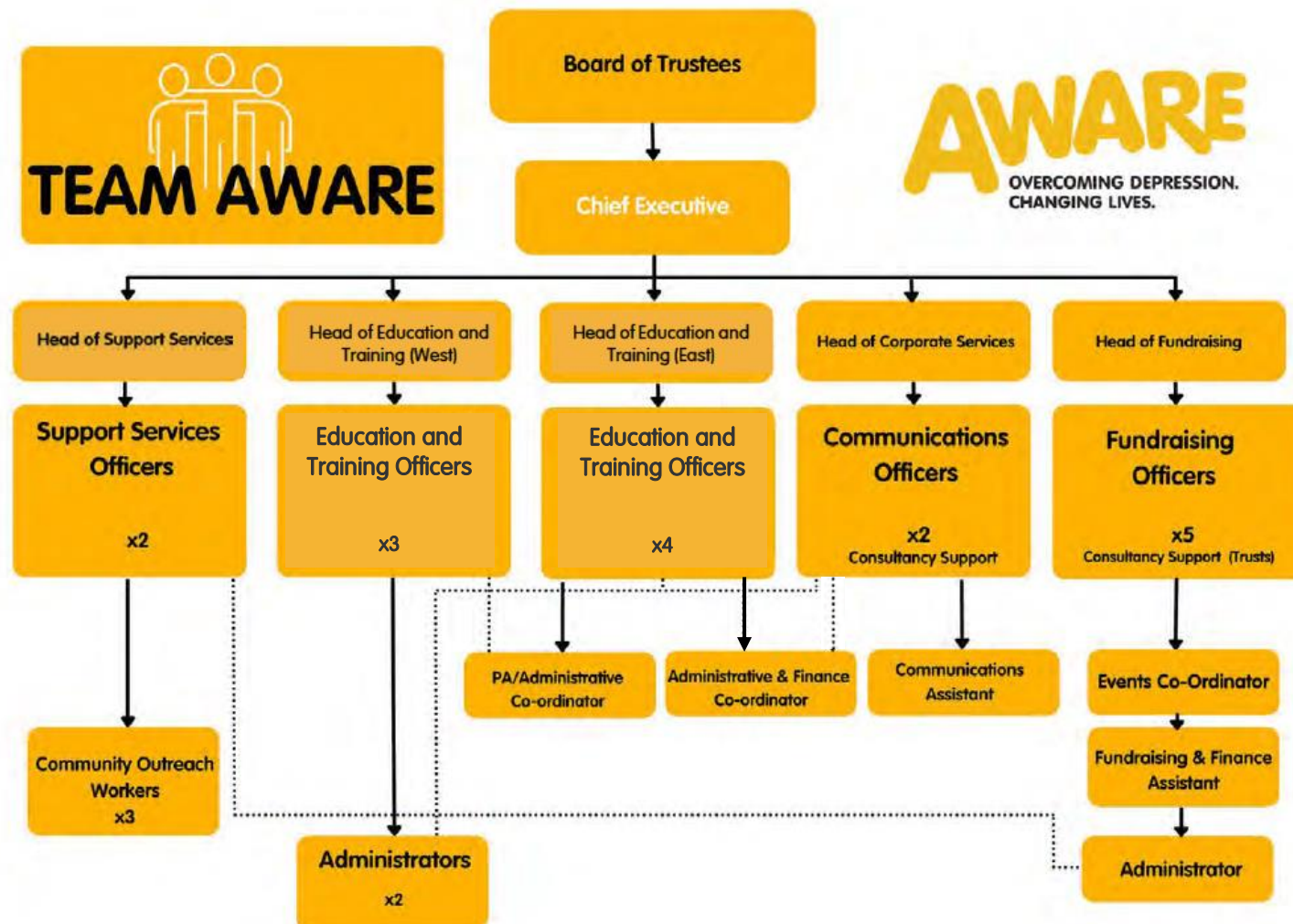
You can review our Income and Expenditure and Balance Sheet in our latest annual accounts to March 2021 at a glance below, and click on the links at the bottom to access the last three years' annual accounts.

	Notes	Unrestricted funds 2021 £	Unrestricted funds general designated 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income and endowments from:						
Donations and legacies	3	608,416	-	336,911	945,327	809,685
Charitable activities	4	50,718	-	357,474	408,192	485,422
Investments	5	111	-	-	111	711
Other income	6	11,238	-	-	11,238	-
Total income		670,483	-	694,385	1,364,868	1,295,818
Expenditure on:						
Raising funds	7	266,230	-	-	266,230	320,119
Charitable activities	8	75,969	-	673,140	749,109	625,342
Total resources expended		342,199	-	673,140	1,015,339	945,461
Net incoming resources before transfers		328,284	-	21,245	349,529	350,357
Gross transfers between funds	19	(149,449)	164,500	(15,051)	-	-
Net income for the year/ Net movement in funds		178,835	164,500	6,194	349,529	350,357
Fund balances at 1 April 2020		702,966	180,000	138,148	1,021,114	670,757
Fund balances at 31 March 2021		881,801	344,500	144,342	1,370,643	1,021,114

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	12	22,150	12,055
Current assets			
Debtors	13	24,094	66,438
Cash at bank and in hand		1,361,285	968,681
		1,385,379	1,035,119
Creditors: amounts falling due within one year	14	(36,886)	(26,060)
Net current assets		1,348,493	1,009,059
Total assets less current liabilities		1,370,643	1,021,114
Income funds			
Restricted funds	16	144,342	138,148
Unrestricted funds			
Designated funds	17	344,500	180,000
General unrestricted funds		881,801	702,966
		1,226,301	882,966
		1,370,643	1,021,114

[2020/21 Accounts](#)
[2019/20 Accounts](#)
[2018/19 Accounts](#)

HOW WE'RE ORGANISED



THE CANDIDATE

AWARE's ideal candidate for this post will:

- Be experienced in the development and delivery of mental health programmes in relation to prevention, early intervention and recovery. (A professional mental health background may be advantageous)
- Have strong networking skills and an ability to form strategic alliances across the Community/ Voluntary sector and with statutory agencies. (A community development background may be advantageous.)
- Have a wide knowledge of common mental ill health conditions
- Be knowledgeable on the current relevant policy framework
- Be self-motivated and have a strong ability to plan their own work
- Be capable of initiating and developing relationships
- Be a good people manager
- Be a leader who will make a positive contribution to our Senior Management Team
- Have a flexible, inspiring and supportive colleague
- Be able to display empathy and sensitivity in communications with staff, volunteers, service users and the general public
- Need to be willing to learn about the services of AWARE and able to communicate with passion and empathy.

This post is a reconfigured role resulting from internal restructuring, growth of the organisation and expansion plans. As such some flexibility is required but it is expected at the outset that the Head of Education & Training Services (West) will lead on the delivery of services within the geographic remit and the development of our Mood Matters suite of programmes, Mental Health First Aid and Living Life to the Full. Each of the 3 senior management roles focusing on our clinical service delivery hold a responsibility for leading and developing programmes in their area of work, developing partnerships and alliances, contributing to organisational evaluation and review of services with a view to enhance and extend appropriate services.

This role would suit a competent and experienced manager wishing to move into senior management, who possesses knowledge in some of the following areas: mental health awareness programmes within communities and schools, managing statutory funding contracts and partnership development.

JOB DESCRIPTION

Job Title	Head of Education & Training Services (West)
Location	Derry/Londonderry Office of AWARE
Reports to	Chief Executive
Duration of contract	Full time Permanent
Hours per Week	35
Salary	Scale starts at £39,571 rising to £42,614 plus 3% employer pension contribution

ROLE DESCRIPTION

The role will be focused on leading the Education & Training Services Team in the West on delivery of all AWARE programmes in this region but with strategic development specifically of our Mood Matters suite of programmes, Living Life to the Full and Mental Health First Aid to include the expansion of our external linkages and partnerships.

There is an expectation that the postholder will be innovative and creative in their approach - we welcome opportunities to do things a little differently. The postholder will have the opportunity to work as part of the Senior Management Team and will form a key part of team AWARE ñ supporting cross departmental working and operations.

The key focus of the post will be

- Managing the Education & Training Services Team in the West
- Strategic development specifically of our Mood Matters suite of programmes, Living Life to the Full and Mental Health First Aid.
- Servicing the Schools and Community audiences in particular
- Consolidating the delivery of our existing community and schools programmes and expanding the capacity and breadth of programmes offered and maximising income
- Leading on the establishment and maintenance of key external partnerships and alliances with a focus on key statutory funding contracts
- Working collaboratively with the Fundraising team to identify opportunities for targeted fundraising, and other appropriate staff
- Taking responsibility for the development, monitoring and evaluation of the organisation's service delivery plans in liaison with other members of SMT.
- Lead on Keeping Children & Adults Safe

KEY RESPONSIBILITIES

Corporate and Strategic

- Contribute to the strategic and corporate direction of the organisation by playing an active role in the Senior Management Team
- Monitor, evaluate and review service practice to ensure AWARE is working to the highest standards
- Act as the lead on clinical governance initiatives within their area of responsibility
- Report directly to the Chief Executive and contribute to Board of Director meetings as required
- Take on new designated leads in service or business activity in negotiation with the Chief Executive which are in keeping with the overall role
- Lead on the completion of tenders within their area of responsibility

Representation/ External Networking

- Maximise opportunities to increase AWARE's profile and reputation and seek networking and other influencing opportunities
- Develop collaborative working with the mental health & wider voluntary sector
- Maintain and develop collaboration with Ulster University, Queens University and regional colleges
- Proactively increase our profile with local political representatives, councils, health trusts and others
- Ensure strategic relationships with key external agencies are developed and maintained and take an identified lead

for liaison with key external agencies and stakeholder forums

- Play a key role in working and building relationships with key strategic partners in pursuing potential funding opportunities

Programme Delivery and development

- Develop and implement the strategy for the development and delivery of services under your responsibility (currently schools & community audiences and delivery of Mood Matters, Living Life To The Full & Mental Health First Aid)
- Lead on the development of identified new programmes including leading on content and liaising with external agencies on the development of programme resources
- Ensure that the delivery of AWARE's programmes is to the highest standard
- Ensure that AWARE is confirming, complying and delivering to standards set by statutory funders, legislative requirements and AWARE's own policies
- Establish and maintain appropriate performance measures and indicators which enable AWARE to produce evidence of its operational achievements against set targets
- Prepare reports on performance as required
- Work with SMT to ensure delivery of programmes is funded in a sustainable way (this will include contributing to funding applications when required)
- Ensure any complaints are promptly and effectively dealt with
- Ensure that AWARE develops and sustains a high profile in external

business and partnership activity with all types of Health and Social Care agencies, other public bodies, and relevant voluntary sector organisations

Contract Development & Service Delivery

- Ensure that a process of regular meetings and reviews with funders, external regulators and other statutory and voluntary partners is in place.
- Initiate new contacts and forums where required and provide input, as agreed to existing planning and partnership forums.
- Seek and pursue new contact opportunities and develop existing ones in line with AWARE's core business
- Oversee the maintenance of current contracts, grants and service level agreements (including from adult mental health, Promoting Mental Health and Suicide Strategy funding streams) in liaison with key internal contacts
- Lead or assist in the preparation of tenders, procurement and other grants as appropriate
- Collaborate with other organisations in the statutory and voluntary sector to develop new initiatives

Quality Assurance, Evaluation & Research

- Assist in the development of robust quality assurance procedures to meet AWARE's requirements and those specified in individual contracts
- Take a lead role in the planning and evaluation of services, overseeing the development and implementation of performance/ quality management

systems including the collection and presentation of quantitative and qualitative data.

- Keep abreast of emerging research and best practice with a view to developing and delivering evidence-based services in liaison with key internal contacts and experts in the area of mental health
- To take the lead in research including commissioning others to undertake research on our behalf

People Management

- Lead, manage and motivate your team and set targets for its members, delegating appropriately
- Ensure that all communication channels are open and that information flows appropriately
- Ensure adherence to HR policies and procedures
- Agree and monitor performance targets for direct reports, and deal with under-performance
- Ensure robust resource management processes are in place, and that staffing structures are adequate
- Participate in recruitment and selection as required
- Keep under review staff resources and team structure and working within SMT to maintain a staff structure appropriate to operational needs
- Take responsibility for own self-development
- Provide ongoing support and supervision to staff team including the completion of staff support and supervision, annual appraisals, staff development and identifying staff training needs

- Take responsibility for student placements from schools, colleges, universities and other organisations.

Financial and Performance Management

- Work with CEO and Head of Corporate Services to establish annual budgets and manage the departmental budget to ensure the most efficient and effective use of resources
- With the Head of Corporate Services periodically review expenditure against agreed budget and ensure delivery to budget
- Liaise with the CEO and Head of Corporate Services in the preparation of applications for tenders and grants
- Oversee the performance management of the staff team and sessional trainers
- Review and maintain operational management procedures to ensure the Department meets its agreed strategic objectives, and is adhering to policy and procedures
- Be responsible for the development and reporting of monthly/ quarterly

contract returns within your area of responsibility as well as contributing to the completion of the annual report.

- Engage in the risk management process in respect of Education & Training

Other Duties

- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity and in accordance with the provisions of GDPR, Data Protection Act and amendments
- Maintain awareness of the organisation's objectives and provision and compliance with all procedures, policies and regulations
- Promote the aims and objectives of the organisation
- Commit to and work within the code of conduct, mission, values and objectives of AWARE

The above list is not exclusive or exhaustive and the postholder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All staff is required to be professional, co-operative and flexible in line with the needs of the post and the organisation

Staff representatives of AWARE are expected to treat all those with whom they come in contact with courtesy and respect.

This is a regional post which requires travel throughout Northern Ireland. Occasional evening and weekend work including staying away from home is also a feature.

PERSON SPECIFICATION

1. Qualifications

Essential	A third level qualification OR five years' experience in a similar field
Desirable	Mental Health/ Mental Health Promotion qualification (eg professional mental health nursing qualification, mental health social worker, clinical psychology, mental health occupational therapy or health promotion)
	Recognised teaching or training qualification e.g. TQUK Award in Education and Training, or Certificate in Education or equivalent

2. Experience

Essential	3 years' experience in the development, promotion, management and evaluation of mental health/ health/ education programmes
	Proven track record in developing and delivering a successful mental health programme delivery strategy
	Experience in leading and managing a diverse team in order to achieve agreed objectives
	Experience in identifying funding sources and liaising with funders to maximise funding potential
	Experience in setting and managing a budget, and reporting to funders
	Experience of providing training to a range of organisations/ workplaces in the community, voluntary, statutory or private sectors

3. Skills, knowledge and abilities

Essential	Excellent interpersonal skills and the ability to communicate well with a broad range of people and forge effective working relationships
	Ability to manage and motivate staff to deliver excellent performance
	Excellent written and oral communication skills and confidence to represent the organisation publicly
	Excellent planning, co-ordinating and networking skills

	Ability to prioritise and meet competing deadlines in a busy working environment
	Excellent attention to detail
Desirable	A comprehensive knowledge of mental health/ mental illness including evidence-based ways of promoting good mental health, signs and symptoms of mental illness and sources of help
	Knowledge of the application of IT based training programmes within the workplace and community settings.
	Knowledge of the wider community, and voluntary and statutory sectors in Northern Ireland and their roles in promoting mental health
	Knowledge and understanding of self-help strategies for promoting good mental health including Cognitive Behavioural and Mindfulness concepts

4. Personal style and behaviour

Essential	A flexible, inspiring and supportive colleague
	Self-motivated and a strong ability to plan your own work
	Commitment to the values of the organisation, policies & procedures & standards of conduct
	Willing to undertake relevant on the job and external training as required
	Commitment to the work of the organisation
	Be open minded, non-judgemental and have a willingness to question own attitudes
	Ability to empathise with service users regardless of race, gender, age, religion, nationality, marital status, sexual orientation or disability
	High level of drive and personal motivation to achieve results
	Enthusiasm and flexibility to adapt to changing circumstances and capitalise on new opportunities

5. Other

Essential	Willingness to work flexibly including evening and weekend work
	Willingness to travel across the region and further afield including ROI, and UK if the post requires it.
	Access to a car or other means of transport to fulfil the travel requirements of the role

WHAT WE OFFER YOU

We want to take care of our staff and value their contribution.

As a community-based charity AWARE can offer employees

- a competitive salary, the current range advertised is under review
- 25 holidays (raising to 28 days with service) + 11 statutory days
- travel mileage
- 3% pension contribution
- laptop and mobile phone provision (if appropriate)
- support and supervision to excel in your role
- staff team building away days
- a comprehensive induction programme
- team meetings
- access to the Employee Assistance Programme
- Childcare Vouchers Scheme
- reasonable paid time off to attend appointments
- an enjoyable workplace for our team

We seek to be a family friendly employer. We recognise the challenges of balancing your work and personal life and this can be a particular challenge if you have a young family or caring responsibilities. Our policies have been agreed to seek to give flexibility where possible and to offer compassion and sensitivity.

Key to this we would highlight that in the case of an advertised full time post we will be happy to consider requests for job shares. In some cases compressed hours or reduced hours contracts may be possible. For part time roles there may be an opportunity for some flexibility on the hours/days of work. All requests seek to balance the needs of the organisation and of individual staff.

HOW TO APPLY

Please forward a **CV, maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Monday 10 October 2022**. Applications should be made by email to:

patrick@co3.org.uk

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, 'a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities'.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

AWARE is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

TIMELINE

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Monday 10 October 2022

First Interviews

Thursday 13 and Friday 14 October 2022

Second Interviews (may include a seen or unseen task)

Thursday 20 October 2022 tbc

Final Interviews

Thursday 27 / Friday 28 October 2022 tbc



Please address any enquiries relating to the advertised position, and your submission, to AWARE's recruitment partners:

Patrick Minne
Engage Executive Talent

Tel: 07792 509003
Email: patrick@co3.org.uk

www.engageexec.co.uk



Enquiries unrelated to this recruitment can be addressed by email to:

info@aware-ni.org

BELFAST OFFICE
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Belfast BT15 2GG

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15 Queen Street
Derry BT48 7EQ

AWARE has been registered with the Charity Commission for N. Ireland NIC100561 and is a company limited by guarantee NI030447