

## **BASILDON MIND**

### **Quality Volunteer**

#### **Can you take our Quality System to the next level?**

*We are a registered charity, offering support and services to those experiencing mental health problems, including a Helpline, Counselling, Supported Housing and Wellbeing.*

**We are looking for someone to coordinate our Policies and Procedures, lead our 'Quality & Improvement Working Group' and coordinate our Information Governance compliance.**

**Location:** Option to work in office in Basildon, Essex or a mix of home and office working.

#### **What will you be doing?**

##### **Key Responsibilities**

- To lead the on-going review and updating of around 70 quality Policies and Procedures. These have either a 1 or (mostly) a 3-year cycle. You will own our List of Policies and Procedures and act to get them updated, reviewed and sent to the Executive Committee (Board) before they expire.
- Lead internal 'Quality and Improvement Working Group, whose purpose is to ensure the charity has and uses best practice quality processes. National Mind provide clear and extensive guidelines for local Minds like ours. The Working Group is where representatives from all parts of the charity work together to ensure on-going compliance, usually meeting monthly.
- Be responsible for the charity's Information Governance compliance. We reconfirm our compliance with the NHS Information Governance Toolkit annually. There is an amount of preparatory work needed to ensure we meet the standards, followed by confirming our compliance online.
- Attend internal and external meetings and training as and when necessary.
- Undertake other tasks and duties, as deemed appropriate, by the Chief Executive Officer.

#### **Work Hours, Start Date and Duration of Position**

- 1-2 per week on average. This is a long-term position.

#### **What are we looking for?**

To be successful you will be a well-organised, self-starter, who can be our quality lead and undertake wider organisation responsibilities demonstrating high levels of professionalism, leadership and management skills.

#### **What difference will you make?**

We are a professionally set up and run charity which complies with the national Mind charity's rigorous quality standards (called 'Mind Quality Management' (MQM)). Ensuring that we have continue to have a robust quality system is critical to ensure success. As a volunteer who spends time focusing on this task, you will help ensure we continue to help as many local people as possible with their mental health.

#### **Next Steps**

If you have the experience required, please contact us via [Reach Volunteering](#) Thanks.

Basildon Mind is an Equal Opportunities employer, for whom life experience as well as formal qualifications, work experience and lived mental health experience is valid.

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**Quality Volunteer**  
**PERSON SPECIFICATION**

**General:**

- Experience of working under pressure and handling competing demands.
- Experience of working independently and managing own workload and others.
- A strong desire to help people in the Basildon Borough with their mental health.
- Willingness to contribute to the charitable aims of the organisation.

**SKILLS**

<b>Essential</b>	<b>Desirable</b>
Analytical, structured mindset, which results in structured work approach	Awareness of the impact of stigma / discrimination on individuals with mental health conditions.
Good organisational, project management and IT skills, with the confidence to use Microsoft Outlook, Word & Excel and the ability to learn new software packages	
Ability to communicate effectively & confidently with clients, colleagues, management and external organisations, both verbally and in writing	
Ability to work well within a team	
Excellent interpersonal skills and ability to maintain clear boundaries.	

**EXPERIENCE**

<b>Essential</b>	<b>Desirable</b>
Experience of managing a quality system (developing and running Policies and Procedures)	Experience of service evaluation, service improvement or contributing to business expansion

**TRAINING/QUALIFICATIONS**

<b>Essential</b>	<b>Desirable</b>
Good standard of general education	
Mental Health First Aid training /certificate	Recognised Management Qualification
A satisfactory DBS certificate	