

**Mental Health Matters Wales**

Union Offices, Quarella Road, Bridgend, CF31 1JW

**Tel:** 01656 767045/651450 **Fax:** 01656 768775

**Email:** admin@mhmwales.org

**18th February 2025**

Dear Applicant,

**Re: Information Officer**

Thank you for your enquiry about the above post. Please find enclosed an application form and further information about the post and **Mental Health Matters Wales.**

If you decide to apply for the post, please return your application by email to [recruitment@mhmwales.org](mailto:recruitment@mhmwales.org) or send your application form in an envelope marked ***Job Application – INFO Officer,*** to the address above. This will help us to avoid opening applications until the short listing meeting.

If, having applied, you are not selected for interview, you will not hear from us again, unless you request a response by email or enclose a stamped addressed envelope with your completed application form.

**Please Note:** CVs will not be accepted.

Thank you for your interest.

Yours sincerely,

Richard Jones

**CEO**

**Mental Health Matters Wales**

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**Privacy Notice for Job Applicants**

In accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, as prospective employees of our Charity, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

1. **DATA PROTECTION PRINCIPLES**

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

* 1. processing is fair, lawful and transparent
  2. data is collected for specific, explicit, and legitimate purposes
  3. data collected is adequate, relevant and limited to what is necessary for the purposes of processing
  4. data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
  5. data is not kept for longer than is necessary for its given purpose
  6. data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
  7. we comply with the relevant GDPR procedures for international transferring of personal data

1. **TYPES OF DATA HELD**

We keep several categories of personal data on our prospective employees in order to carry out effective and efficient processes. We keep this data in recruitment files relating to each vacancy and we also hold the data within our computer systems, for example, recruitment logs.

Specifically, we hold the following types of data:

1. personal details such as name, address, phone numbers.
2. name and contact details of your next of kin.
3. your photograph.
4. your gender, marital status, information of any disability you have or other medical information.
5. right to work documentation.
6. information on your race and religion for equality monitoring purposes.
7. information gathered via the recruitment process such as that entered a CV or included in a CV cover letter.
8. references from former employers.
9. details on your education and employment history etc;
10. driving licence.
11. criminal convictions.
12. **COLLECTING YOUR DATA**

You provide several pieces of data to us directly during the recruitment exercise.

In some cases, we will collect data about you from third parties, such as employment agencies, former employers when gathering references or credit reference agencies.

Should you be successful in your job application, we will gather further information from you, for example, your bank details and next of kin details, once your employment begins.

1. **LAWFUL BASIS FOR PROCESSING**

The law on data protection allows us to process your data for certain reasons only.

The information below categorises the types of data processing we undertake and the lawful basis we rely on.

|  |  |
| --- | --- |
| **Activity requiring your data** | **Lawful basis** |
| Carrying out checks in relation to your right to work in the UK | Legal obligation |
| Making reasonable adjustments for disabled employees | Legal obligation |
| Making recruitment decisions in relation to both initial and subsequent employment e.g. promotion | Our legitimate interests |
| Making decisions about salary and other benefits | Our legitimate interests |
| Making decisions about contractual benefits to provide to you | Our legitimate interests |
| Assessing training needs | Our legitimate interests |
| Dealing with legal claims made against us | Our legitimate interests |
| Preventing fraud | Our legitimate interests |

1. **SPECIAL CATEGORIES OF DATA**

Special categories of data are data relating to your:

* 1. health
  2. sex life
  3. sexual orientation
  4. race
  5. ethnic origin
  6. political opinion
  7. religion
  8. trade union membership
  9. genetic and biometric data.

We carry out processing activities using special category data:

1. for the purposes of equal opportunities monitoring
2. to determine reasonable adjustments

Most commonly, we will process special categories of data when the following applies:

1. you have given explicit consent to the processing
2. we must process the data to carry out our legal obligations
3. we must process data for reasons of substantial public interest
4. you have already made the data public.
5. **FAILURE TO PROVIDE DATA**

Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering a contract of employment with you. This could include being unable to offer you employment or administer contractual benefits.

1. **CRIMINAL CONVICTION DATA**

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us. This data will usually be collected at the recruitment stage, however, may also be collected during your employment. We use criminal conviction data to determine your suitability, or your continued suitability for the role. We rely on the lawful basis of **legal obligation** and **our legitimate interests** to process this data.

1. **WHO WE SHARE YOUR DATA WITH**

Employees within our company who have responsibility for recruitment will have access to your data which is relevant to their function. All employees with such responsibility have been trained in ensuring data is processing in line with GDPR.

MHM Wales will not share your data with third parties for the following reasons:

We do not share your data with bodies outside of the European Economic Area.

1. **PROTECTING YOUR DATA**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

1. **RETENTION PERIODS**

We only keep your data for as long as we need it for, which, in relation to unsuccessful candidates, is six months to a year.

If your application is not successful and we have not sought consent or you have not provided consent upon our request to keep your data for the purpose of future suitable job vacancies, we will keep your data for six months once the recruitment exercise ends.

If we have sought your consent to keep your data on file for future job vacancies, and you have provided consent, we will keep your data for nine months once the recruitment exercise ends. At the end of this period, we will delete or destroy your data, unless you have already withdrawn your consent to our processing of your data in which case it will be deleted or destroyed upon your withdrawal of consent.

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data and there will be no consequences of withdrawing consent.

If your application is successful, your data will be kept and transferred to the systems we administer for employees. We have a separate privacy notice for employees, which will be provided to you.

1. **AUTOMATED DECISION MAKING**

Automated decision-making means making decision about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you based on automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

1. **YOUR RIGHTS**

You have the following rights in relation to the personal data we hold on you:

* 1. the right to be informed about the data we hold on you and what we do with it;
  2. the right of access to the data we hold on you. We operate a separate Subject Access Request policy, and all such requests will be dealt with accordingly.
  3. the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as ‘rectification’.
  4. the right to have data deleted in certain circumstances. This is also known as ‘erasure’;
  5. the right to restrict the processing of the data.
  6. the right to transfer the data we hold on you to another party. This is also known as ‘portability’.
  7. the right to object to the inclusion of any information.
  8. the right to regulate any automated decision-making and profiling of personal data.

In addition to the above rights, you also have the unrestricted right to withdraw consent, that you have previously provided, to our processing of your data at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact **HR Department, MHM Wales, Union Offices, Quarella Road, Bridgend. CF31 1JW** by post.

1. **MAKING A COMPLAINT**

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

1. **DATA PROTECTION COMPLIANCE**

Our appointed compliance officer in respect of our data protection activities is:

Richard Jones, Chief Executive Officer

[richard.jones@mhmwales.org](mailto:richard.jones@mhmwales.org) Tel: 01656 651450



**JOB DESCRIPTION**

**TITLE: Information Officer**

**SALARY: £12,121.20 (actual) £12.60 per hour**

**HOURS: 18.5 per week**

**PENSION: 9% employer’s contribution (after probation period, Auto Enrolment during, unless Opt-out)**

**ACCOUNTABLE TO: Strategic Development Manager**

**LOCATION: Bridgend**

**PURPOSE OF POST**

* To collaboration with partner organisations, community services, statutory bodies, and third-sector groups within Bridgend County Borough to provide accurate and up-to-date information.
* To provide information on mental health and wellbeing services available within the Bridgend Borough to organisations and beneficiaries through the medium of email, website, telephone and face to face contact.
* Deliver information sessions at a variety of venues throughout the Bridgend Borough to improve the knowledge and understanding for employees, members of the public and beneficiaries in relation to mental health services available within Bridgend Borough.

**DUTIES**

**Information collection**

* To collect information about mental health and wellbeing services, mental health issues, and other relevant services etc. both within the Bridgend Borough and nationally.
* To research and collate information relevant to any development work or policies that Mental Health Matters Wales may require.
* Where relevant, encourage and support colleagues to research and collate information relevant to their work.
* To update the Directory of Mental Health and Related Services on the Grapevines website, providing information through presentations, meetings, and written materials specifically tailored to Bridgend County Borough.
* To store this information in a way that is accessible to employees, volunteers, service users of the well-being centres, external organisations, etc. For example, electronic database and library.

**Information dissemination**

* To disseminate information, by a variety of means, to other employees, people who use mental health services, carers, service providers, and the public, for example the arranging of conferences, information leaflets, posters, etc.
* To provide information sessions at venues within the Bridgend Borough. I.e. Coity Clinic Acute Psychiatric Unit, ARC Resource Centre, Mental Health Matters Wales’ Well-being Centres, etc.
* To produce information material for a variety of people and organisations about mental health and wellbeing services and issues, etc.
* To produce a quarterly newsletter in conjunction with the Strategic Development Manager of Mental Health Matters Wales.
* To take responsibility for updating and producing (when finances allow) a hard copy of the Directory of Mental Health & Related Services for Bridgend & District on a three yearly cycle and to provide update information as necessary for the updating of the electronic version available on the website [www.grapevines.info](http://www.grapevines.info)

**Monitoring and evaluation**

* With the Strategic Development Manager provide reports, to include a reflection of work undertaken for the previous quarter and a projection report for the following quarter.
* To annually evaluate and review the Information Service with the Strategic Development Manager and implement recommendations from these reviews.
* To monitor requests for help and information and compile quarterly and annual statistics/reports.

**Networking**

* Network regularly with other agencies both within the Bridgend Borough and nationally in order to exchange and receive information about mental health and related services.
* To liaise with Community Mental Health Teams, Rehabilitation Services, Crisis Resolution Teams, Cwm Taf Morgannwg NHS Trust Patient Experience Facilitator, ARC Day Opportunities, etc. to ensure the sharing of information and knowledge (this list is not exhaustive).

**Training and Education**

* In conjunction with the Strategic Development Manager plan and deliver mental health awareness training to other organisations and individuals as required.
* To provide in-house training to relevant employees on providing information on mental health subjects.
* To promote the work of Mental Health and wellbeing Service Providers within Bridgend Borough to external organisations, e.g. stands outside supermarkets, places of work, etc.
* To liaise with external organisations by participating in the induction of new employees to provide information on the role of the Information Officer and the services provided by Mental Health Service Providers within the Bridgend County Borough.

**Communication and Working Relationships**

* To establish, maintain and develop effective communication and relationships with all staff working at MHM Wales and those within Bridgend County Borough working or accessing services within the mental health field,
* Take a flexible and innovative approach to work in accordance with the need of the project.
* Promote and market the project.

**Other Duties**

* To undertake such duties as may be required in light of changing circumstances, as reasonable and necessary within the scope of this post at the direction of the Line Manager.
* To identify and make use of internal and external training, mandatory or specifically relevant to the post.

**General Responsibilities**

* To adhere to and implement Mental Health Matters Wales philosophy, aims and objectives
* To maintain confidentiality at all times.
* To contribute fully to team meetings, working groups and in-house training.
* To actively participate in staff supervision and appraisal process with your line manager
* Be responsible your own health & safety while at premise Mental Health Matters Wales s including work colleagues and members of the public in accordance with safety legislation and Mental Health Matters Wales Health and Safety Policy and be familiar with relevant operational and personnel policies and procedures

**This job description acts as a guideline to the responsibilities of the post holder and will be reviewed in consultation with the post holder and amended to meet changing professional and service needs.**

**Reviewed 01/25**



**Person Specification**

**Information Officer**

Please read the requirements carefully and ensure that your application addresses all the criteria relevant to the post**.** Criteria marked **A** will be used to shortlist candidates, criteria marked **I** will be used to assess candidates at the interview stage, criteria marked **P** will be used for assessment during the probationary period.

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Requirements** | **Essential/**  **Desirable** | **Method of Assessment** |
| **Qualifications** | A good basic standard of education and the ability to undertake further learning | E | A/P |
| **Experience** | Effective management of information  Using data bases  Using Microsoft Office  Organising facilities for training etc  Producing and updating leaflets, posters etc  Working with vulnerable groups of people  Multi agency working  Designing leaflets, posters etc. | E  E  E  D  E  E  E  D | A/I  A/P  A/P  A/I/P  A/I/P  A/I/P  A/I/P  A |
| **Knowledge**  **Category** | Knowledge and skills of Microsoft Office, especially Word, Access, Excel, PowerPoint and Microsoft Outlook.  Knowledge and expertise in the efficient use of the internet as a source of information.  Knowledge of the importance of information in enabling people to make choices about their wellbeing.  Knowledge of sponsorship for publications and conferences.  Knowledge of mental health services in Wales.  Knowledge of community resources in Bridgend County Borough and neighbouring areas.  Knowledge of the relevance of non-specialist community resources to people’s recovery.  **Requirements** | E  E  E  D  E  D  D  **Essential/Desirable** | A/P  A/I/P  A/I/P  A/I/P  A/I/P  A/I/P  A/I/P  **Method of Assessment** |
| **Skills/Ability** | Ability to communicate effectively.  Ability to work with people who are distressed.  Ability to work in an empowering way and to enable people to identify their own choices and to make their own decisions.  Ability to work as part of a team  Ability to manage a small publications budget  Ability to manage time effectively  Ability to ensure effective monitoring and prepare reports.  Ability to write and present reports  Ability to plan and organise events  Excellent written and verbal communication skills  Ability to speak Welsh or willingness to learn | E  E  E  E  E  E  E  E  E  E  D | A/I/P  I/P  I/P  P  A/I/P  P  P  A/P  A/P  A/P  A/P |
| **Attitudes and Values** | Commitment to sharing ideas, information and knowledge.  Attention to detail and accuracy  Flexible approach to working  Commitment to the social inclusion and empowerment of people recovering from mental health problems  Commitment to equal opportunities and anti discriminatory working  Commitment to continuous professional and personal development  Willingness to work as part of a team.  Understanding of and commitment to anti-discriminatory practice.  Understanding of the importance of confidentiality.  Understanding of the importance of treating people with dignity and respect.  Commitment to working within the aims and values of Mental Health Matters Wales. | E  E  E  E  E  E  E  E  E  E  E | A/P  A/P  P  A/I/P  A/I/P  A/I/P  A/I/P  AI/P  A/I/P  A/I/P  A/I/P |
| **Other** | Driving Licence and access to a car for the purpose of work – Class 1 Business Use Insurance required | E | A/I |

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**APPLICATION FORM - GUIDANCE NOTES**

**Please read these notes carefully before completing the application form.**

***Introduction***

These notes are provided to help you complete an application form for a job with **Mental Health Matters Wales**. The form will provide us with the only information that we will use in deciding who to invite for an interview. Shortlisting will be carried out by the selection panel, who will relate the information that you provide to both the person specification & the job description.

**Please bear in mind the following points:**

a) It is essential that you complete all parts of the application form in full. You may use additional sheets of paper to answer the questions if necessary, but please be as concise as possible.

b) Please do not send curriculum vitae, nor phone **Mental Health Matters Wales** for information about this post.

c) Please use black ink or typescript - to aid photocopying.

d) Please note that page 1 of the form will not be used in selecting candidates for interview: it will only be referred to when the selection for interview has been made.

***Page 1***

It is helpful to have both your home & work phone numbers (if relevant) so that we can contact you quickly if you are shortlisted for interview or selected for the post. We will not phone you at work if asked not to. Please indicate this on the form.

References will be sought prior to interview, ***please indicate if you do not*** ***want us to do this***. Please make sure, when selecting referees, that they know you well enough to give a full opinion about your capabilities in line with the person specification & job description.

***Page 2***

Please provide information on your education from age 11 and any opportunities you have taken up since leaving school - e.g. training courses, degree or other courses. Please include the name of the institution and dates.

***Page 3***

Please provide details of your present & previous employment. This might include paid or unpaid work. Please state what position you held, a brief description of the main duties and your reason for leaving.

***Page 4 & 5***

Please demonstrate how you meet the requirements set out in the person specification and job description. You need to answer this question fully, but concisely, as this will determine whether or not you are selected for interview.

***Page 6***

**Criminal convictions**: under the Rehabilitation of Offenders Act 1974, an individual who has had a conviction(s) may, with certain exceptions, be allowed to treat the conviction as if it had never occurred. A conviction will become ‘spent’ where the person has not, after a period of time, committed another serious offence. Under the Act, a conviction cannot be regarded as spent if it incurred a sentence of more than two and a half years in prison. It will be regarded as spent after 10 years if it incurred imprisonment or corrective training for more than six months but less than 13 months. The rehabilitation period for fines or other sentences is 7 years. The Act also specifies rehabilitation periods for sentences resulting from disciplinary proceedings in HM’s service.

**Health & disability**: please detail any issues that you feel **Mental Health Matters Wales** should know about that may have a bearing on your ability to do the job - for example, the need for aids and adaptations. This will not prejudice your application in any way.

***Page 7***

Please complete all sections and sign the form.

Please note that application forms received after the closure date will NOT be considered.

***Equal opportunities monitoring form***

We would be grateful if you would fill in this form, as it will help in the implementation of **Mental Health Matters Wales**’ Equal Opportunities Policy. Please return it with your application form. The information will be treated as confidential and will not be considered as part of your application for this post.



**Mental Health Matters Wales**

**Union Offices, Quarella Road, Bridgend CF31 1JW**

**Charity No: 1123842 Registered Company No: 6468412**

**CONFIDENTIAL**

Code number..............

**APPLICATION FOR EMPLOYMENT**

Please complete **ALL** sections of this form, using **black ink or typescript**.

Please do **NOT** enclose a CV; or other additional information.

**Please read the enclosed Guidance Notes before completing this form.**

**Information Officer**

**APPLICATION FOR POST OF:**

**1. PERSONAL DETAILS (IN BLOCK LETTERS)**

**SURNAME** **FIRST NAME**

**ADDRESS**

**POSTCODE**

**Home Work**

**TELEPHONE NO:**

**2. REFEREES**

Please give the names and addresses of two referees, who should not be related to you and one of whom should be your present/last employer, tutor, volunteer work supervisor or similar. **References will be requested prior to interview unless otherwise indicated.**

**a) Employer, supervisor**

**Name:**

**Address:**

**Tel No:**

May we contact this referee before interview: **Yes/No**

**b) Other**

**Name:**

**Address:**

**Tel No:**

May we contact this referee before interview: **Yes/No**

**3. EDUCATION AND TRAINING**

Please give details of your educational qualifications and training, including subjects taken and short courses where appropriate.

**4. CURRENT AND PREVIOUS EMPLOYMENT** (Please include paid and unpaid)

**Present or most recent employer/organisation**

|  |  |  |
| --- | --- | --- |
| **Name and Address** | **JOB TITLE AND BRIEF DETAILS OF POST(including start date and if relevant date of leaving)** | **Reason for wanting to leave** |

Present grade and salary

**Previous employers/organisations** (include details of **all** previous employers and employment gaps)

|  |  |  |
| --- | --- | --- |
| **Name and Address** | **Job title and brief details of post (including start and leaving dates** | **Reason for leaving** |

**5.** Please demonstrate how you meet the requirements laid out in the person specification of the post you are applying for. Please continue on a separate sheet of paper if necessary

**Experience**

**Knowledge/Skills and Ability**

**Attitude**

**What do you feel are the key issues that people with mental health related issues have to deal with and how would you in this post, work to address these?**

**6. CRIMINAL CONVICTIONS**

**Mental Health Matters** **Wales** wishes to ensure that it does not discriminate against ex-offenders. However, we recognise that many of our posts, for example - those that involve handling money, may place ex-offenders in a potentially vulnerable position, unless consideration of the person’s background has been made. For this reason we ask you to complete the following section.

**Have you ever been convicted of a criminal offence? Are you, at present, the subject of criminal charges? (Please Tick 🗸)**

Yes No

If your answer was yes, please give details of date(s) of offence(s) and sentence(s) passed:

**7. OTHER**

How did you come to hear of this post?

When could you take up this post?

Are you, to your knowledge, related to any Officer, Executive Committee member or employee of **Mental Health Matters Wales? (Please Tick🗸)**

**Yes** **No**

**8. DECLARATION**

I confirm that to the best of my knowledge the information given on this form is true and correct and can be treated as part of any subsequent Contract of Employment.

Signed:

Print Name:

Dated:

If you feel that you need special facilities/allowances or adjustments to be made to enable you to attend for interview you must advise us of what these are as soon as you receive an offer of interview.

Please return this form before midday 5 March 2025

Interviews will take place week beginning 10 March 2025

Return this formto:

**Mental Health Matters Wales**

**Union Offices, Quarella Road, Bridgend**

**CF31 1JW**

**This form can also be returned by email to:** [**recruitment@mhmwales.org**](mailto:recruitment@mhmwales.org)

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**Equal Opportunities Monitoring Form**

The information you provide will be used for monitoring purposes only and will be treated as confidential under the Data Protection Act 1998. This form will be separated from your application form on receipt and before consideration of candidates takes place. There is no obligation to complete this form, but doing so will help Mental Health Matters Wales implement its Equal Opportunities Policy.

**Application for Post of:**

Information Officer

**Where did you see this**

**post advertised:**

**Monitoring ethnicity**

**How would you describe yourself?** (Choose ONE section from A to E)

A  Asian or Asian British  Bangladeshi  Indian  Pakistani

Any other Asian background, please write in box .......................

B  Black or Black British  African  Caribbean

Any other Black background, please write in box .......................

C  Chinese  Any other, please write in box .......................

D  Mixed Heritage  White and Asian  White and Black African

White and Black Caribbean

Any other Mixed background, please write in box ......................

E  White  British  English  Irish  Scottish  Welsh

Any other White background, please write in box ......................

F  Prefer not to say

**Disability monitoring**

**Do you consider yourself to have a disability or a long-term health condition?**

Yes  No

**What is the effect or impact of your disability or health condition?**

Prefer not to say

**Gender monitoring**

**Would you describe yourself as:**

Male  Female  Prefer not to say

**Sexual orientation**

**What is your sexual orientation?**

Bisexual  Gay Man  Gay Women / Lesbian  Heterosexual

Other  Prefer not to say

**Age monitoring**

**Please select one age range?**

18 – 25  26 – 35  36 – 45  46 – 55  56 - 65  66+

**Religion and belief**

**Please tick the box that best describes you:**

Buddhist  Christian  Hindu  Jew  Muslim  Sikh

Other Religion or Belief (please state) ............................

No Religion  Prefer not to say