

# Pecan Recruitment Pack



## Brief History

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then, the charity has provided practical and emotional support to people challenged with barriers such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the difficult situations they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city.

Pecan is a registered charity and a Company Limited by Guarantee, for more information on [our history](#), please visit our website.

## Our Ethos

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action. At the core of our [Mission, Vision and Values](#) is Kindness, Belief and Hope:

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability
- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge
- Starting, living, and ending every diverse and unique encounter in hope

## Services

We currently have 40+ members of staff that work across our different teams and projects:

- **[Employment Support](#)**; We currently deliver five contracted programmes that support up to 1,000 people in their journey to employment. The team runs various in-house trainings and workshops and work with external partners to deliver qualifications such as SIA or First Aid.
- **[HOurBank](#)**; We promote community-building and reduce isolation through skill sharing. HOurBank members (individuals and organisations) can engage in one-to-one or group skill swaps through time banking and take part in regular activities such as creative writing or gardening groups. HOurBank also hosts regular community cafés around the borough, including one of our foodbank sessions.
- **[Women's Services](#)**; The Southwark and Lewisham Women's Hubs offer safe, welcoming, one-stop-shop support for those affected by the criminal justice system, and for local women seeking support, information, and community. The service provides gender-specific and trauma-informed support, helping to equip women with the tools and resources they need in a relaxed and welcoming space. The service offers one-to-one advocacy support, group activities and training workshops.
- **[Peckham Pantry](#)**; This is a social supermarket which was piloted in 2019 one day a week and expanded to 6 days a week in 2020, during the pandemic. Members of the pantry pay £4.50 per visit which enables them to shop for around £15 worth of food including fresh meat, fruit and veg and store cupboard favourites. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food.
- **[Foodbank](#)**; This project operates 5 days a week across Southwark to provide food in times of financial crisis. The core aim to help people to manage their way out of their situation through creating a friendly, welcoming place that offers free advice and signposting to other relevant support services. Working with the community, we help our service users tackle long-term issues, as well as the immediate crisis that led them to us. The project works within the local community to receive donations of time, food and finance from the general public, churches, mosques, schools and businesses without whom we could not serve the community.
- **Central Services**; We cover various areas that factor into the operations of the organisation. These areas include Finance, Fundraising, Governance, Human Resources, Marketing, Office Coordination, Reception and Wellbeing.

We are governed by our [board of trustees](#) currently consisting of 9 members, and we also have around 100 volunteers who support our projects over the year.

Please visit our [website](#) for more details on our [team members](#) and services.

## Why work for Pecan

For thirty years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time.

We are a very diverse employer and strongly welcome applications from people of all backgrounds. We offer multiple benefits including the following:

### *Flexible Working (right to request)*

- Standard 36-hour week
- Compressed hours
- Part – Time
- Flexible Pattern
- Flexible Location (remote)

### *Family friendly policy*

- Enhanced Sick Pay
- Excellent work life balance
- Dependents Leave
- 30 days Annual Leave
- Maternity and Paternity Benefits
- Death in service/ Life Assurance Cover (4 times annual salary)

### *Pension*

- Enhanced employer contribution 8%
- Option to employee increase %

### *Learning and Development*

- Personal development actively encouraged (Internal and external training programmes/ Regular appraisal and supervision)

### *Additional Benefits*

- Based in vibrant Peckham
- Certified Disability Confident Employer
- Supportive culture
- Accredited London Living Wage Employer
- In-house fruit and veg rota
- 4 team away days annually

### *Access to an Employer Assistance Programme (EAP) via Croner & Perkbox*

- Health Assured provides a confidential counselling service 24 hours a day, 365 days a year to Pecan employees and volunteers.
- Counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.
- Pecan staff have access to Medical Solutions 24/7 confidential health helpline which provides direct access to qualified GPs rather than trained nursing staff.

### *Access to Wellbeing programmes*

- External clinical supervision sessions
- Internal wellbeing activities
- Regular prayers/reflection together
- Staff socials

### *Access to:*

- Up to £100 contribution towards the cost of glasses
- Cost eye test
- Bike to work scheme
- Perkbox membership

## JOB DESCRIPTION

<b>Title</b>	Mental Health Advocate
<b>Team</b>	Southwark & Lewisham Women's Service (SLWS)
<b>Reporting to</b>	SLWS Manager
<b>Hours</b>	28.8 hours per week (Part time)
<b>Salary</b>	£26,500-£28,500 per annum pro rata
<b>Contract</b>	1-Year Fixed Term Contract
<b>Location</b>	121a Peckham High Street, SE15 5SE

***This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.***

### **Purpose of the Post:**

The overall aim of Pecan's Women's Service is to live out in a practical way Pecan's goal of "Transforming lives through kindness, belief, hope" by supporting the most vulnerable women in Southwark and Lewisham to take control of their lives. We offer one-to-one advocacy to women who are exiting the criminal justice system, women at risk of entering the criminal justice system, and other women at multiple disadvantages with complex needs in the boroughs of Southwark and Lewisham. Our hub spaces provide a safe space for women in the boroughs, where they can make new social connections and build their confidence through our programme of workshops.

The biggest issue faced by women at multiple disadvantages is their mental health – the women we work with lead chaotic lives, often impacted by complex trauma. Therefore, mental health is a broad issue across our entire client base.

The Mental Health Advocate role is an exciting new role aimed at breaking down barriers to mental health services for vulnerable women and improve the general wellbeing of our client base. The successful candidate will work directly with women providing 1-2-1 mental health support and advocacy; working with other organisations and institutions to increase access to appropriate mental health services; and will support campaigns and other work around women's mental health.

You will take on the highest need mental health clients, working alongside our other Women's Advocates to ensure all women can access the right mental health support. This role would suit someone with experience of working with people affected by mental health issues, understanding of common mental health issues and/or equivalent qualification in the field of mental health.

## **Main responsibilities**

### **Client Care**

1. Provide advocacy, emotional and practical support to women referred to our services, with a focus on women who are high need in terms of their mental health
2. Undertake an initial risk and needs assessment of women to develop and record an individual support plan with service-users
3. Advise clients of pathways into NHS mental health support, assist clients with requesting the correct care for their needs, write referrals for clients into NHS and other mental health organisations
4. Advise clients of other advocates across our service as to which NHS services are available for their needs, and assist with writing mental health referrals
5. Host a monthly 'surgery' where hub members can consult on options for treating mental health issues and improving their wellbeing in general
6. Work with a collaborative multi-agency approach to supporting women, particularly with representatives from NHS services in Southeast London
7. Liaise with appropriate local and partnership agencies based upon the identified needs and in consultation with the client, utilising a range of different methods
8. Utilise communication skills and be proficient in client advocacy

### **Partnerships and Communication**

1. Use a variety of strategies to communicate effectively with service-users, NHS representatives, external organisations and the general public
2. Be responsible for establishing and maintaining professional relationships with new partners in the NHS to make referral pathways smoother
3. Liaise with, and provide advice and guidance to, staff within women's centres, prisons, probation services, mental health services, substance misuse services, domestic violence services and other statutory and voluntary sector agencies with respect to the mental health needs of women offenders and women at multiple disadvantage
4. Establish and maintain good working relationships with other members of Pecan Women's Service staff team, including attending meetings as appropriate, actively participating, and disseminating information to colleagues
5. Lead on mental health related awareness raising and/or influencing campaigns

## **Administration**

1. Maintain accurate, confidential service-user records of interaction, interventions, and contact details
2. Produce reports and evaluations, working within set deadlines
3. Participate in the maintaining of information on relevant referral agencies
4. Maintain an up-to-date knowledge and awareness of developments in public policy and legislation regarding mental health services and treatment

## **Wider organisational responsibilities**

- Attend Pecan team meetings as and when required, including meetings where there may be a time of prayer and reflection.
- Read the core policies and adhere to all policies and procedures.
- Carry out other duties as agreed by the Chief Executive Officer.
- Undertake responsibilities associated with being a member of the Pecan team.
- Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner.
- In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance.

## PERSON SPECIFICATION

This specification will form the short-listing criteria.

<b>Knowledge, Skills and Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Application</b>	<b>Interview</b>
Experience of providing advocacy/ support/case work		X	X	X
Thorough understanding of disadvantages specifically faced by women and strong commitment to achieving equality for women	X		X	X
Excellent interpersonal skills including ability to sensitively manage issues arising with clients	X			X
At least basic understanding of trauma, the most common mental health conditions, and their treatment options	X			X
Ability to communicate and motivate both verbally and in written media	X		X	X
Ability to work under pressure and meet deadlines, with good attention to detail	X		X	
Ability to work unsupervised and to be self-motivated	X		X	X
Ability to competently use a range of ICT packages	X		X	
A relevant qualification		X		
Knowledge and understanding of prison and/or probation services		X		
Experience of working within a women's specialist service		X		
Experience of working in mental health		X		
Lived experience of the issues our clients face		X		
Experience of working with disadvantaged groups		X		
Broad experience of dealing with people from a range of backgrounds and cultures		X		
Understanding of the charity sector		X		
Experience of networking and working closely with a range of organisations including the NHS		X		
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Application</b>	<b>Interview</b>
Commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions	X		X	X
A strong passion for social justice	X		X	X
Strong interpersonal skills and the understanding to work with vulnerable people	X			
Flexible and adaptable to different areas of work at short notice	X		X	X
Ability to organise work, take responsibility and work on own initiative	X		X	X
Encouraging and resilient with a strong positive attitude	X		X	X
Resourceful and imaginative, bringing creativity to the role	X			
Ability to review the effectiveness of your actions and learn from your mistakes	X		X	X



## Personal Circumstances

There is some flexibility in working hours. Very rarely you may be required to work some evenings and weekends. Time Off in Lieu is provided for agreed evening and weekend work. The post holder will need to arrange their time to support the development of individual clients most appropriately.

## How to Apply

Pecan is committed to recruiting with care and to safeguarding and promoting the welfare of vulnerable people and expects all staff and volunteers to share this commitment. This post will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

*Pecan strongly encourages applications from women from minority ethnic groups and women with direct experience of the criminal justice system.*

*Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria.*

To apply, please submit the following to [CharityJob](#):

1. CV
2. Covering Letter, no more than **2-sides of A4 paper**, expanding on your passion for this area of work and describing how you meet the Job Description/Person Specification, as set out in this pack.

**Closing Date:** Monday 6<sup>th</sup> June 2022, 9am

**Interview Date:** Wednesday 15<sup>th</sup> June 2022, 9am

**Start Date:** ASAP

**Please note that applications must contain the documentation as described above in order to be considered.** Applications must be submitted to the appropriate platform before the deadline in order to be considered. Candidates that have not been contacted by the interview date or within 2 weeks of applying if it is an open recruitment, have not been shortlisted for interviews. A decision on appointment will be made following the interview process.

All recruitment queries should be directed to [careers@pecan.org.uk](mailto:careers@pecan.org.uk).

To be directly informed about all of our career opportunities, please keep an eye on the [vacancies](#) page of our website, or join our careers [mailing list](#).

We look forward to receiving your application.