

Recruitment pack

Service User Board member role 2019

March 2019

Dear Applicant

Service User board member posts with Second Step

Thank you for taking the time to find out more about our Service User Board Member vacancies.

Being a Board Member of an organisation like Second Step can be demanding at times, but it is always incredibly rewarding. Our Board is important in determining Strategic direction.

These are voluntary roles and provide an opportunity for people who are keen to offer their skills and experience to a vibrant and growing Not for Profit organisation providing high quality and much needed services across the region.

I hope that the information in this pack and on our website, will give you a feel for this amazing organisation and a sense of the great time this is to be joining us.

Second Step promotes mental health and wellbeing by supporting people and communities to build brighter futures. Everyone at Second Step works with a shared vision and determination to achieve our aims and objectives. Importantly, we share the same values in everything we do.

We are passionate, supportive, people-focused, respectful and inclusive and always act with the utmost integrity and professionalism. Hope is central to our work. We want to deliver services which build on people's strengths, courage, resilience and dreams. Through this we encourage empowerment, independence and responsibility.

Our roots are in Bristol and we have worked in the city for over 30 years supporting more than 600 people at any one time. We form strong, collaborative relationships with the people who use our services, supporting them through difficult times and helping them discover new ways to become more independent and resilient.

We are looking for 2 current or past users of mental health services to strengthen our Board. Ideally you will have had experience of using Second Step services, if not you will have experience of using other similar services.

You will be a valued member of the Board with the ability to use your own experience and expertise to contribute to Second Step strategies and future plans. Support and training can be provided and will be tailored to your needs and current skills.

This is an opportunity for you to develop skills and find out more about Second Step and all its services. Previous Service User Board Members have said they were “proud to be on the Second Step Board and to give something back to the organisation that had supported them in the past”.

You will be able to demonstrate that you will share in our approach, mission and values and be able to make a real contribution to Second Step.

So if you want to play a leading part in shaping the future of a fantastic organisation then we’d be delighted to hear from you and hope that you will choose to apply.

Graham Russell
Chair, Second Step

Included in this pack

- Briefing for applicants
- Second Step values
- Role profile: Service User Board member
- Person specification: Service User Board member
- Terms and requirements
- Board Code of Conduct

Briefing for applicants

Introduction

Second Step is the leading provider of good quality support services to people with mental health and other related support needs in Bristol, Somerset, South Gloucestershire and Bath and North East Somerset.

Second Step was set up in 1987 as a provider of supported housing. Since then the organisation has grown and developed a wide range of community and volunteering services. Second Step now employs more than 240 staff and provides a range of services to over 600 people at any one time. Early in 2009 we expanded our services to include psychological therapies, which we have continued to develop; with some services being available to the general population through GPs, as well as specialising in working with people with complex needs. In 2011 Second Step extended services through our Community Supported Accommodation Service to include people with learning difficulties. Since 2014, we have been delivering services within Bristol Mental Health Services contracted by the NHS.

Current work

Second Step's current business comes from a range of sources, most significantly from Supporting People funding via the Local Authorities and the NHS. We also receive funding through Bristol, South Gloucestershire and North Somerset Clinical Commissioning Groups (CCGs) for delivering psychological therapies. We are also commissioned by Bristol CCG to deliver a Community Rehabilitation Service and through the Avon and Wilshire Mental Health Partnership NHS Trust (AWP), Community Mental Health Services. There are challenges for the sector with Local Authority and NHS budget pressures and the continued need to deliver more cost efficient and cost effective services.

BIG Lottery - Golden Key Programme

Second Step is the lead agency for an eight year strategic programme funded by the Big Lottery. In Bristol this is called the Golden Key Programme, and it involves identifying blocks and barriers to service delivery for people with multiple and complex needs (homelessness, mental health problems, drug and alcohol misuse and offending behaviour). The aim of the programme is to identify and remove blocks and barriers; and to deliver substantial system and cultural change for Bristol to ensure this client group receives better co-ordinated services, tailored to their needs. It is overseen by a Partnership Board of other service providers, commissioners and people with lived experience.

Modernising Bristol Mental Health

Second Step has been successful in securing new business in the re-commissioning of mental health services in Bristol: Community Mental Health Services and also to deliver the Community Rehabilitation Service. We work in partnership with the Avon and Wiltshire Mental Health Partnership Trust (AWP) and other voluntary community sector agencies. We have also recently won a joint bid with Addiction Recovery Agency (ARA) to deliver services for people with complex needs across Somerset.

AWP is the lead agency for Community Mental Health Services. Second Step is the lead agency for Community Rehabilitation which we deliver in partnership with AWP and Missing Link. The Modernising Mental Health agenda requires significant investment of time and resources together with robust governance, to ensure successful delivery.

The partnership arrangements require us to ensure good relationships externally and will also provide further growth opportunities.

Second Step information

Please go to www.second-step.co.uk or see our current Impact Report and Business Plan. We also have a leaflet detailing all of our services.

Board membership is currently a paid Chair, ten voluntary members (including 2 vacancies for Service User members) plus two executive members.

The future

This is an exciting time to be part of Second Step as we move more into the health sector and consolidate our current services. The Board will need to ensure that our Governance arrangements and ways of managing Second Step are tailored to meet current and future demands, whilst retaining the values and vision of the organisation.

our values

Believing in hope and courage

Recovery becomes a reality when we are confident, courageous and inspire hope in one another. Change happens and we can achieve great things.

Succeeding together

We're at our best when we work together - staff, service users, carers and partners - making the most of each other's talents and strengths.

Building trust

When we act with integrity, when we strive to be honest with ourselves and those around us, we can build strong bonds of trust.

Celebrating diversity

We value our differences, understanding that being kind and respectful to each other makes us strong.

Learning and growing

By listening and thinking about how we can learn from our actions, we can help create real change for ourselves and inspire those around us.

Role profile: Service User Board member

The Board member role is an exciting and influential role within Second Step. Being a Board member of an organisation like Second Step can be demanding at times, but it is incredibly rewarding.

The role provides an opportunity for someone who is keen to offer their skills and experience to a vibrant and growing Not for Profit organisation providing high quality and much needed services across the region.

We hope that the information in this pack and on our website will give you a feel for our amazing organisation and a sense of the great time this is to be joining us.

Our roots are in Bristol and we have worked in the city for over 30 years, supporting more than 600 people at any one time. We form strong, collaborative relationships with the people who use our services, supporting them through difficult times and helping them discover new ways to become more independent and resilient.

Our Board is important in determining strategic direction and we are looking for 2 Service User Board members to strengthen our Board.

You will be able to demonstrate that you would share in our vision, aims and values and be able to make a real contribution to Second Step.

Closing date - 9am on 12 April 2019

Interview date - 25 April 2019

For further information please visit <http://www.second-step.co.uk> or contact Siobhan Conway on 0117 909 6630 or Siobhan.conway@second-step.co.uk

For anyone wishing to apply, there is also an opportunity for you to drop-in to Second Step to have an informal discussion about the role. Please contact Siobhan to arrange.

To apply for these positions please see attached information pack and application form. Please send applications to Siobhan.conway@second-step.co.uk

Second Step is committed to Equal Opportunities and welcomes applicants from all sections of the community and from people who have personal experience of using our or similar services.

Person Specification: Service User Board member

Competence required:	Person specification criteria
Experience	<ul style="list-style-type: none"> • At least six months experience on a service involvement group, ideally within Second Step but not essential. • Past experience of using Second Step or similar services
Knowledge, skills, and ability	<p>Members may not have all of the knowledge, skills and abilities listed below but will ideally offer several of the qualities to be able to add value and breadth to the Board.</p> <ul style="list-style-type: none"> • Create and maintain strong partnerships and working with other members of the Board, Second Step Chief Executive and senior management • Have an enabling and supporting style with the ability to challenge when appropriate • Demonstrate a commitment to mental health and equalities agenda.
Personal style and behaviour	<ul style="list-style-type: none"> • Shares the values and ethos of Second Step • Is professional in formal meeting environments • Can act as an ambassador for Second Step in an open, engaging and positive manner • Has the willingness to develop skills and to receive training, where needed, to participate fully in discussion. • Has the motivation, time and commitment to effectively undertake the responsibilities of the post.

Terms and requirements

The Second Step Board	<p>Second Step has provision for a Board membership of up to 15 members.</p> <p>Currently the Board operates with 14 members, led by the Chair, comprising:</p> <ul style="list-style-type: none">• One paid Chair• Seven voluntary Board members offering a range of relevant skills and experience• 3 voluntary Service User Board members (2 currently vacant)• Two Executive Team members: Chief Executive and Director of Finance & IT <p>Visit http://www.second-step.co.uk/ find out about the Board and current Board Members.</p> <p>There is also a Business Development, Audit & Finance Committee which is chaired by the Chair of the Board and a Service Quality Committee which is chaired by the Vice Chair of the Board.</p>
Frequency and time of meetings	<p>The Board meets six times per year and holds at least one annual strategic planning away day. Every Board Member is also on one of the above Committees, which meet quarterly.</p> <p>There are also various other meetings, events and training and the time commitment, including reading and preparation time for meetings, is estimated to be an average of one day per month.</p> <p>Dates for 2019</p> <p>Board meetings - 10am-12.30pm at Second Step Offices, Brunswick Square, Bristol.</p> <p>24 May, 9 August, 22 November</p> <p>Board Development Days - venue and timings to be confirmed</p> <p>4 October</p>

Remuneration	The Board comprises voluntary, unpaid posts.
Expenses	Second Step reimburses all members for reasonable expenses incurred in the course of fulfilling their Board member duties.
Period of office	People are able to serve up to 2 terms of 3 years in office (a maximum of six years).
Who can apply	<p>Applications are welcome from anyone able to demonstrate the appropriate skills, experience and qualities for the posts (see person specification). We cannot consider applications from people who are Second Step employees, volunteers or who are previous members who have left the Board within the last year.</p> <p>Generally current memberships on other boards and committees outside of Second Step are acceptable. Any conflicts of interest arising from other memberships will be discussed at interview and usually this can be managed during Board meetings.</p> <p>Proposed members will receive a DBS check before the appointment is confirmed.</p>
Impact on other Second Step involvement	It is expected that other involvement within Second Step would be restricted e.g. attending recruitment panels.