



Role information – Mental Fitness Ambassador Programme Manager

An exciting opportunity to join PROJECT:TALK CIC's team of committed volunteers as

Mental Fitness Ambassador (MFA) Programme Manager.

Our vision

We are PROJECT:TALK CIC, a Community Interest Company established in early 2020 with a mission to change the way we view mental health by pioneering mental fitness, embracing mutual-aid supports led by communities of young people. We are a rapidly growing, forward thinking organisation who respect the complexities and individuality of the challenges many of us face whilst believing in the capability of individuals to make real change when enabled and well supported.

Our team of dedicated volunteers work nationally to provide communities with a comprehensive set of tools and resources to improve their collective mental fitness; by proactively preparing our minds with the resources it will need when it's under stress, as you would physically train your body when preparing for a marathon, we are better able to navigate difficult situations when they arise or seize opportunities presented to us. One of the most pertinent contributing factors to our mental fitness is the support network and resources that surround each one of us. It is here that we focus our work.

Through bespoke training, community events and our highly accessible peer to peer support models, we utilise the enthusiasm of passionate individuals to make their community a place where each and every person can thrive. Whether this be a school, university, community group or workplace, we pride ourselves in delivering a sustainable, cost effective package that not only raises awareness but also equips individuals with tools that can facilitate potentially lifesaving conversations. Our profits are reinvested to fund projects led by those who know their community best, such as a therapeutic arts programme at the University of Bristol.

We are committed to our vision of building a future in which young people have the tools and networks so they can support themselves and others to grow mental fitness.

Our impact

Each year, PROJECT:TALK strives to work with around 2,000 young people through educational settings, to:

1. Pioneer Mental Fitness (MF) through mutual aid supports led by young people, and campaign for positive changes in society's approach to youth mental health
2. Give students at educational institutions the opportunity to become MF Ambassadors, equipping them with the tools to: a) support themselves; and b) volunteer to provide peer-support to others.
3. Train university students to apply MF tools in their community as well as in their future vocation as doctors or other professional roles that have potential to impact on the mental wellbeing and proactivity of others.
4. Embed MF as a consistent approach in the culture of educational institutions supporting young people aged 16+ in their transition from school to university and into the world of work.

Through these initiatives, people can volunteer with PROJECT:TALK to:

- Pioneer mental fitness, encouraging a proactive approach to wellbeing in their own community
- Educate those around them with tools to better understand themselves and support others
- Make mental fitness more accessibility by increasing both visibility and variety of support, as well as helping peer to navigate existing services.

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Our team

PROJECT:TALK operates through a core network of young volunteers and ambassadors, with a current team of 9 volunteers due to double in size over the next 6 months. The primary delivery base is located at Bristol University, with partnerships in other locations including Cardiff and Queen Mary universities. PROJECT:TALK's values emphasise how the organisation operates:

- **Passionate** – in our belief to promote mental fitness, working through a team of volunteers who bring their own personal passions to address society's approach to youth mental health
- **Pioneering** – in our innovative focus to equip young people and future professionals with the mental fitness tools to support themselves and others in their community
- **Pro-active** – in our approach to invest in positive mental fitness that can both prevent young people's health needs and maximise their growth opportunities
- **Purposeful** – in our focus on achieving the greatest social impact by increasing supports for young people to lead their own mental health solutions, whether through education institutions, in training for professions such as doctors, or in other community settings.
- **Partnership** – we always seek to work with others to achieve the most comprehensive, accessible support for young people, from local and national partner organisations to our network of peer-led mental fitness ambassadors and other community supporters.

Context

The Mental Fitness Ambassador (MFA) Programme is at the core of PROJECT:TALK's work. The combination of many of our project's have created a well-rounded Programme for any student to take part in for free. By completing our MFA training, students come away with the tools, language, and confidence to support themselves and provide effective peer-support to others – whilst gaining access to a wider supportive network of MFAs. Being an MFA has further opportunities associated with it, such as helping with PROEIJCT:TALK events, talks and access to specialist MFA roles should they choose. To date, the MFA Programme is led by Chloe, Outreach Manager, George and Daisy, Co-Founders and Directors of PROJECT:TALK. The team manage the Programme in its entirety: from navigating students through the sign up and training process, creating, and delivering content and maintaining opportunities for MFAs to engage in once trained. Our MFA Programme is currently in existence at University of Bristol, Queen's Mary University London and Chosen Hill Sixth form. As the current MFA Team look to start their careers this summer we are looking for a Programme Manager to take over the day to day running, administration, ensure a good quality of experience for the MFAs as well as looking at possible expansion to other locations.

About the role

Role name: Mental Fitness Ambassador (MFA) Programme Manager

Role type: Voluntary commitment

Reports to: Operations Assistant, Head of Operations, Delivery & Development, Directors

Responsible for: MFA Programme

Term: Permanent, approx. 2-5 hours per week but variable depending on what we have going on!

We are looking for a committed, highly driven individual to join our team of forward-thinking students and graduates as our MFA Programme Manager. Though it would be welcomed, the ideal candidate need not have excessive previous experience. Our team are consistently learning together and this opportunity will be a learning experience as well as an opportunity to make lasting change. We're searching for someone who is eager to learn, innovate and keen to gain experience in working within a

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non-profit start-up. Many of our team have personal connections with our cause and are highly passionate about our offer, so PROJECT:TALK is a great place to network with like-minded people if this sounds like you.

As PROJECT:TALK is a rapidly growing, innovative organisation, it is important that what already exists remains to a high standard such as the MFA Programme. The MFA Programme Manager will take charge of managing day to day MFAs, ensuring consistency and efficient administration. They aim to support the other teams as the MFAs are a key first step in volunteering with PROJECT:TALK, as often these volunteers progress up the leadership ladder within PROJECT:TALK and may have opportunities to undertake specialist training for certain roles or even the opportunity to join the CIC team later in their journey.

We would look for the MFA Programme Manager to have good communication with existing and potential MFAs, maintain a thriving environment for current MFAs to volunteer in and organise check in's from time to time to see how their MFA journey is progressing, identifying areas in which the MFA Programme can be improved .

Additionally, the MFA Programme Manager will act as a central information point and a key link between MFAs and PROJECT:TALK CIC, over-seeing organisational and communication processes.

Your innovation, ideas and drive to make change will be matched with enthusiasm from the team and volunteers giving you opportunity to help determine the direction in which we move and see ideas of your own blossom into reality.

Key Responsibilities

The MFA Programme Manager is responsible for managing the day-to-day operations of MFA Programme on behalf of PROJECT:TALK CIC. Whilst we need you to be dynamic and use your own initiative to support the volunteers effectively, we believe the following to be key responsibilities:

- Assessing suitability of potential MFAs from their MFA application form in existing locations.
- Ensure volunteers have access to the MFA training and awarding them their certification of completion in a timely manner if they have met the requirements (administrating this effectively with accurate records).
- Communicate regular updates and volunteering opportunities with the MFAs, including setting up an internal mailing list and distribution of PROJECT:TALK news such as The Stag Quarterly Newsletter.
- Assist in management and refreshment of MFA volunteering opportunities via our Volunteering Portal.
- Assist MFAs with questions and concerns. If appropriate, support with the delegation of tasks to other team members.
- Work collaboratively with the PROJECT:TALK Team to maximise the MFAs opportunities, eg MFAs helping with WALK TO:TALK events or TOOLS TO:TALK workshops.
- Proactively advertising the MFA Programme in both current and potential locations alongside the communications team.
- Be available to assist with additional tasks as and when required.
- Further the development of our MFA training and policies where appropriate.

Additional notes

Whilst all roles in our team are voluntary, we expect our team members to treat them seriously and with the same respect as they would a paid role. We are mindful that others, both internally and externally, are directly influenced by the work we do. We don't mind at all if you can't take on a task, need a week away or are having a bad day – just let us know as soon as possible so we can support you and redistribute workload.

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Candidate requirements

Essential	Desirable
A basic knowledge of applications such as Gmail, Google Forms with a desire to learn how to set up efficient management of volunteer data.	Experience with task management software such as Trello and with other applicable software for assisting people management
Good communication and management skills for management volunteers.	Experience in data protection and good knowledge of guidelines
Personable, encouraging and constructive when giving advice.	Experience in mentoring and leadership.
Enthusiasm for our cause and motivation to drive the company forward using their own initiative.	Personal experience and open to draw on personal challenges to influence work.
A willingness to learn on the job, using trial and error. Particularly when developing policy and operational procedures for volunteers.	Experience in developing guidelines, policy and volunteer procedures.
Uses their initiative to research and learn consistently, making use of any previous experience no matter how minor.	Sees connections and has a great capacity to draw on previous knowledge and experience to see a possible way around problems.
Ability to use applications such as Microsoft Word and an appreciation for the importance of a professional, well presented document. Willingness to learn how to use Canva for basic graphic design.	Experience in developing formatting professional looking documents. Experience in using Canva or similar applications.

Desirable Skills and Qualities

- A drive to make change, using a solution focussed approach.
- A problem solver who sees obstacles as challenges to overcome rather than barriers to stop them.
- Uses their own initiative to suggest improvements and take the lead on tasks.
- Motivated and enthusiastic.
- Not afraid to take on tasks that they don't have previous experience in, being comfortable with not always getting it right first time (we're all new to this and learn together),
- Sensitive and empathetic.
- Pays attention to detail and takes pride in their work.
- A team player, reliable and dependable.
- Flexible and thinks on their feet.

Application process

Please fill out our application form [here](#) to apply.

On or shortly after this date, we will be in touch to let you know if we are able to invite you for interview.

Interviews will take form of a relaxed discussion with Daisy and George, our Directors, or our Operations Team giving you a chance to establish whether this is the role for you as well as us to find out more about you.