Every life matters ••••

Job Description

Project Support and Administration

Project Support for Training | Safer Communities | Resources August 2024



Talking about suicide saves

Registered Charity No. 1180815

Job Description

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Job Title: Project Support and Administration

Salary: FTE salary £24,205-£27,295 (£19,364 - £21,836 actual)

Hours: 4 days per week *

Contract: Permanent

Employer: Every Life Matters
Accountable: Charity Manager
Base: Shap, nr Penrith **

Every Life Matters is a Cumbria wide suicide prevention and suicide bereavement charity. We started operating in mid-2019 with a singular mission - to take an innovative and multi-decade approach to suicide prevention and suicide bereavement support in Cumbria, a county that has had suicide rates well above the national average for too many years, and particular along its West Coast communities.

We work to create suicide safer communities through provision of training, campaigning, awareness raising, developing physical and digital resources and starting conversations about suicide across our local communities. We also provide practical and emotional support to individuals, families, organisations and employers bereaved and impacted by suicide.

Due to continued growth of the charity we need to recruit a new **Project Support and Administration** worker who can work alongside, and provide support to our safer community project workers, our trainers, bereavement staff and schools team, as well as support some central admin and management tasks. Based mainly at our **Shap office**, between Penrith and Kendal, this is an exciting opportunity to join a growing and successful charity in a central role, and to be part of a committed and supportive Team.

We need a highly organised individual, with excellent IT skills – you need to be confident navigating a range of programmes and platforms. Someone with a very keen eye for detail, super customer care skills, and who can manage a diverse and constantly changing and dynamic workload. The role will be a mix of regular project support tasks such as data entry, resource distribution and so on alongside an ever-changing range of tasks related to whatever project activity happens to be going on at the time. The role is suitable for someone who may wish to get their 'foot in the door' of charity and third sector work as it offers a wide workload which is subject to development and growth depending on the applicant. There are also great training opportunities and avenues for learning. The role is also great for those who have experience in this field and are looking for a new challenge. Most of all, we want someone who is passionate about our work, is energetic, and is keen to be a part of our charities continued growth. We are taking applications in the form of a CV and covering letter describing your fit for the role ad why you want to work for our charity.

We welcome applications from people with lived experience of thoughts of suicide or those who have been bereaved or affected by suicide in their lives.

For more information about our service visit https://www.every-life-matters.org.uk/ If you would like to discuss the post please contact Emily Lishman at emily.lishman@every-life-matters.org.uk or call 07908 537541.

Closing date for applications is Monday 30th September 2024

^{*} This post is flexible, and as the area of work will be spread across a team of staff, the post would be suited to someone wanting to commit 4 days per week. We are looking for the right person rather than someone to fill a particular time slot, so the role will also have the potential to go up to 5 days per week depending on skills and efficiency of the candidate and the growth of the role.

^{**} The post holder will be based at our Shap office a minimum of 2 days per week, with remaining days home based. At busy periods 3 or more days may be required in the office.

Main Responsibilities

Charity Administration support

- 1. Providing administrative and practical support to our ongoing projects and project staff as required
- 2. Support implementation of monitoring and evaluation frameworks
- 3. Manage stocks of key physical resources and co-ordinate distribution, postage, ordering and restock.
- 4. Support delivery of one off and annual events
- 5. Provide support to community fundraising events
- 6. Inputting contact and other information on CRM/databases
- 7. Support day to day bookkeeping as required (full training given)
- 8. Support all staff with tasks where required

Training administration support

- 9. Organise and lead the administration of training delivery and scheduling
- 10. Inputting training monitoring and evaluation data on relevant databases
- 11. Ensure all pre and post course standard communication is carried out
- 12. Support booking of venues and other training support as required
- 13. Act as community support for online training sessions
- 14. Ensure all training is booked correctly and liaise with staff and contract partners on scheduling
- 15. Input all online sessions onto booking platforms and monitor bookings and any issues which may arise

Managing Contacts

- 16. Manage calls and emails from our customer facing streams
- 17. Maintain relationships with new and existing training contract partners through excellent communication and customer service

General Duties

- 18. Attend regular line management supervision and annual appraisal
- 19. To identify and implement appropriate your own CPD opportunities
- 20. To implement ELM Health & Safety Policy/Procedure, including Lone Working Practice
- 21. To undertake any duties or tasks relevant to ongoing and new ELM workload and projects.

Person Specification

No	Criteria	Essential	Desirable
1	Proven experience of administration, project support roles or similar		D
2	Excellent IT skills including MS Office, Database/CRMs and other platforms	E	
3	Excellent written communication skills and keen attention to detail	E	
4	Able to work under your own initiative and manage your own workload	E	
5	Can communicate with a variety of people in a friendly & professional manner	E	
6	Comfortable talking about mental health and suicide	E	
7	Experience of working within the charity, third or community sector		D
8	Experience working within mental health and/or suicide prevention sector		D
9	Personal experience of suicide bereavement/living with thoughts of suicide		D
10	Able to work flexibly including occasional evenings or weekends	E	
11	Full driving licence, access to own car and able to travel across Cumbria	Е	

Working at Every Life Matters

Our Staffing Culture

"Working for Every Life Matters has been one of the most positive experiences I have had professionally. The charity's ethos is really clear and as an organisation we really embody the values of compassion and hope which are central to our messages of suicide prevention. Given the subject matter we discuss daily this really matters. I've always felt supported and nurtured through any difficulties (both personal and professional) and creativity and outside the box thinking is always encouraged, something which I've appreciated throughout my time with the charity." Ian Alcock - Suicide Prevention Trainer

- ❖ Putting trust in our staff. We trust that people have joined us to make a positive impact, and are driven by shared values. We avoid micro management. We encourage taking responsibility and working autonomously.
- **Community rather than hierarchy**. We understand the importance of leadership, but we also know the higher value of working collaboratively, chipping in and supporting our colleagues where we can.
- ❖ Fluid role boundaries. We appreciate the importance of having lose job roles, of doing what is needed, not just what's in our job description. We avoid the 'above my pay grade' and 'not my job' culture.
- ❖ It's OK to make mistakes. We give our staff a lot of responsibility and we are trying lots of new things. We know some things won't work, won't hit the spot or will underperform. Growth comes through mistakes.
- ❖ Creating a rewarding environment. While we cannot match pay and pensions of other sectors, we can offer equally valuable rewards Flexible working, autonomy, personal and professional development, job satisfaction and more. Our staff report high levels of workplace wellbeing, something we map regularly.

"I don't think I have ever worked with such a dedicated and passionate group of people. By its very nature suicide prevention demands people to be passionate, tenacious, brave and compassionate – it's essential that those working in this field are instilled with these core attributes. The subject is tough, the work can be tough, but we all enjoy it – we are committed to it. It's a joint venture – we are there for each other and the support shown amongst colleagues is so apparent."

Juliet Gray - Training Manager and Co-founder

Supporting our staff

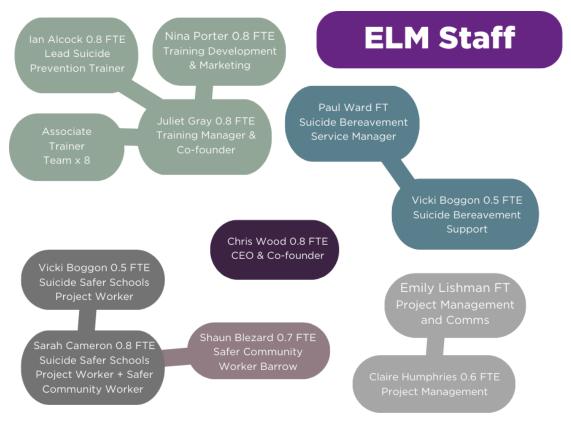
- o comprehensive induction and training opportunities and a sizeable training and CPD budget
- providing internal and external supervision and mentoring opportunities
- o working to pay the most **competitive salaries** we can afford, and reviewing this regularly
- o providing flexible, empowering and adaptive working conditions and employment terms
- o monitoring staff wellbeing through Wellbeing Action Plans, wellbeing reviews, appraisal and supervision
- o ensuring staff have the right level of IT equipment and other resources they need for the role
- 6 weeks annual leave plus public holidays and 2 extra days at Christmas
- o providing a comprehensive Employment Assistance Programme & access to other funded support
- o ensuring all staff are fully re-imbursed for out-of-pocket expenses with competitive mileage rates
- o flexible working patterns and hybrid home working/office environment
- allowing opportunities for job development and for changing roles
- o opportunities for creativity and self-direction with project activity and work roles
- o giving staff a high degree of **autonomy and trust** in fulfilling their roles
- o a non-hierarchical and team working focused atmosphere

"I joined Every Life Matters fresh out of my Masters and feel so lucky and grateful to be working for such a supportive and welcoming charity. My career ambition coming out of education was to work in the third sector so finding work within an organisation whose ethos and morals align so clearly with my own alongside working for a social issue I am passionate about has been amazing. I have also been given so many opportunities to develop new skills, it really has been the perfect place for me to start my charity career. Every Life Matters is such an inspirational place to work."

An unusual place to work

"Every Life Matters is a very unusual place to work. The staff team is incredibly welcoming and they are all passionate, dedicated and genuinely care about what they do. The work is varied, changing, dynamic, fluid and exciting, and the working structure is flexible to meet those demands too, so there is no 9-5, not really. The team is kind and open-hearted, and very good at bending over backwards to support each other if an extra pair of hands is needed. I hope you get to come and join us, it's a brilliant place to work." Claire Humphreys - Project Manager

Our Staffing Structure



The trust placed in staff at Every Life Matters is powerful and our working relationships are built around a passion for the job, a collaborative approach and mutual support and care for each other. This really gets results and I feel very proud to have been at this charity from the start of its journey, and cannot wait to see it continue to grow and to move further towards its potential.

Chris Wood - Charity Manager and Co-founder

Our Values

Every Life Matters Values

Challenge: Never accepting deaths by suicide as inevitable, always challenging stigma and myths

Courage: Always talking openly and directly about suicide

Collaboration: Building responsibility, empowered communities and relationships

Curiosity: Always learning, evolving and growing

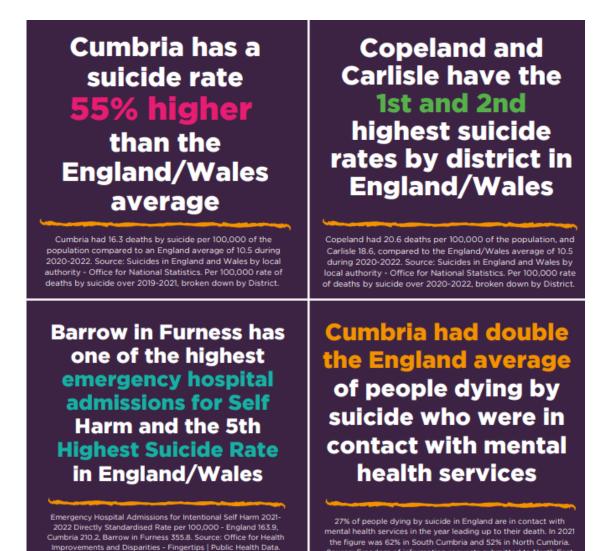
Compassion: Always holding empathy, compassion and hope

Capability: Always working to high standards and developing the skills and knowledge of our team

Every life matters

Who are we?

Every Life Matters is a suicide prevention and suicide bereavement charity operating across Cumbria. We work to create suicide safer communities through provision of training, campaigning, awareness raising, developing physical and digital resources and starting conversations about suicide across our local communities. We also provide practical and emotional support to individuals, families, organisations and employers bereaved and impacted by suicide. Cumbria has long standing higher than national average suicide rates and we have founded our charity to start a multi decade fight against this devastating issue.



Our Vision

Source: Suicides in England and Wales by local authority - Office

for National Statistics. Barrow 17.2 per 100,000 20020-2022

At Every Life Matters, we are working towards a zero suicide Cumbria, making suicide everyone's business. We have a vision of a society where suicide is openly and widely discussed, where people feel able to seek help when all feels lost and are suitably supported when they do reach out, a society where everyone understands the role they can play in suicide prevention, and where those bereaved and impacted by suicide receive the support they need, when they need it. We are part of a growing movement aspiring to a zero-suicide society. We believe suicide is preventable.

Source: Freedom of information requests submitted to North East

North Cumbria ICs and Lancashire and South Cumbria ICS

"Talking openly, directly, compassionately and knowledgeably about suicide is at the heart of our job, at the centre of our staff's role. We want them to model the behaviour we wish to see in others, and in our wider society."

Our Mission

Creating suicide safer communities and reducing the number of people who die by suicide in Cumbria through;

- Providing a comprehensive and evidence-based training programme, delivered at scale, with an aim to reach deeply across as many different audiences as our resources allow.
- Provision of exemplar digital and physical suicide prevention materials, working to ensure at hand resources are available when needed.
- Campaigning across general and specific audiences to amplify our key messages about help seeking, to influence the conversation about suicide and to shine a spotlight on the role we can all play in suicide prevention.
- Connecting and collaborating with people and organisations that want to make a difference, finding ways to work together to get conversations about suicide started at a grassroots level.
- Boost the conversation about suicide through engagement with local leadership and others who can influence the agenda, and positively challenge public institutions to aim higher on suicide prevention.

Ensure those bereaved and impacted by suicide get appropriate and timely support through;

- Providing quality, responsive one-to-one and family emotional and practical support, in the early stages of loss
- Providing group and online support, aiming to connect people together and grow community support networks
- Support communities, organisations and schools impacted by suicide
- Bringing providers together to work jointly to grow the range of support available
- Providing lived experience focused training to help people better understand suicide bereavement

"Suicide sits in the shadows of our society. We want to shed a light on the issue, to start the conversations, to bring it in to the open".

Our approach

Tackling Stigma

We encourage open conversations, educate about suicide and encourage help seeking behaviour.

Safer Communities

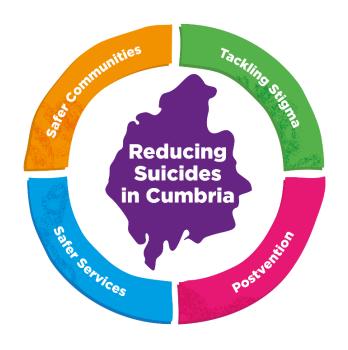
We empower all those around an individual at risk to start conversations, make interventions and provide support.

Safer Services

We promote compassionate, accessible and safe services for those living with thoughts of suicide.

Postvention

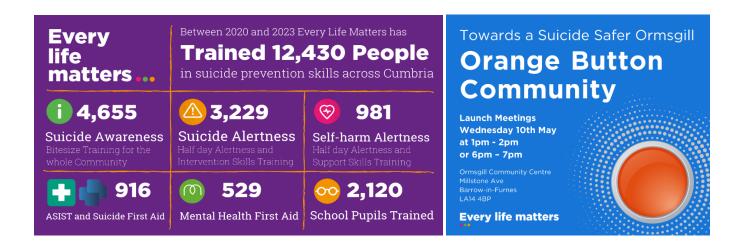
We help individuals, families, organisations and communities get the support they need following a suicide bereavement



What we do

Training

We aspire to deliver Suicide Prevention training at a large scale across Cumbria. We have team of salaried and associate trainers delivering a range of our own and other accredited packages such as brief suicide awareness sessions, safety planning, SafeTALK, ASIST, Suicide First Aid through to specialist training such as ASK (Assessing for Suicide in Kids). Alongside our core offer we provide a range of mental health (including all MHFA programmes), self-harm and suicide bereavement training. We have committed to delivering our suicide prevention training free of charge for the next three years. Find out more about our range of training at https://www.every-life-matters.org.uk/wp-content/uploads/2022/12/ELM-Training-Offer-Winter-22.pdf



To support funding our activity in Cumbria we sell training to a range of clients across the UK. We run suicide prevention programmes for Public Health in Somerset, London, Birmingham and Solihull and have a wide range of private and VCSE clients. Building on the excellent training packages we have developed in Cumbria, in 2024 we will launch our own range of licensed suicide prevention training programmes and Training for Trainer sessions.



Suicide Safer Schools

Our **Suicide Safer Schools** programme is an attempt to affect a generational shift in attitudes towards suicide and help seeking in Cumbria. We have recruited 12 secondary schools to take part in a two-year programme of pupil, staff and parent training in suicide prevention. In our first 7 schools we have already trained over 2,200 pupils, 7 whole school staff teams and 400+ parents. The programme, assuming evaluation confirms its effectiveness, will form the bedrock of our training offer going forward. For more details see https://www.every-life-matters.org.uk/wp-content/uploads/2022/12/Suicide-Safer-Schools-Intro-3.pdf and have a look at BBC's Breakfast programme showcasing our suicide safer schools work in Alston School, with the Three Dads Walking https://www.bbc.co.uk/news/av/uk-england-cumbria-64165369

Suicide Safer Schools Programme

With mental health, suicide prevention and peer support modules for pupils

Available from October 2022



"Children and young people who experience thoughts of suicide or self-harm are dramatically more likely to go on to act on these thoughts as adults."

"Addressing the routes of this distress, and facilitating a culture of peer support and help-seeking behaviour within school pupils can result in an adult population that is far more resilient and safer from suicide in the future."

The programme consists of;

- Whole school community approach to suicide prevention.
- · Whole school staff training
- 6hr modular pupil programme covering mental health crisis, self-harm, suicide prevention and peer support.
- Information and training for parent/carers, and other organisations linked to the school community.
- Policy/practice/safeguarding audit (Phase 2)
- Suicide prevention/Postvention Manual (Phase 2)

For Pupils

3 x 2 hr Modules covering Suicide Prevention, Peer Support, Self-harm and Mental Health

- Modular approach of 3-15 hours (allowing flexibility of fit to school timetables) with versions available for Years 10 and 12, and condensed versions for Year 7
- Inspired by successful and evidence based approaches from the USA, Australia and Europe.
- Core themes of promoting help-seeking behaviour running throughout the programme

Note: In school age young people research suggests suicide prevention should be addressed within a broader framework of promoting understanding of mental health and encouraging help seeking behaviour. Building resilience understanding of mental health and a willianness to reach out for support are the key underdients in prevention.

Digital and Physical Resources

We design, produce and distribute a wide range of physical and digital resources about suicide prevention, self-harm and mental health. This has included;

- Distribution of over 650,000 physical resources, including a <u>mental health and wellbeing guide</u>, twice, to every household in Cumbria, a booklet that has been adopted at scale across the UK with over 4,000,000 copies being printed in total across 2020-22.
- Distribution of over 1,200 <u>suicide prevention resource tins</u> to a wide range of organizations, a collection of at hand resources that was nominated for a Health Service Journal Award. These Tins have been produced at scale across the North East in partnership with CNTW NHS Foundation Trust.
- Distribution of over 4,000 <u>Self-harm Safe Kits</u> across schools, health services, police, ambulance and the VCSE sector. Like our mental health and wellbeing guide we have freely shared this resource outside of Cumbria and these kits have been produced at scale across Cheshire, Lancashire and the North East.
- A suicide bereavement Care Pack, which we offer to individuals and families bereaved by suicide that we support. The pack, co-produced with people with lived experience of such loss contains a range of soothing tools, practical guidance and assurance and specialist information for supporting children and others.











Grassroots Engagement

A key learning for our Charity so far has been the sheer scale of passion and drive in our local communities to make a difference around suicide. An issue that has touched so many people's lives. We also find that very often people are not sure where to start, or what they can do to help. As a result, we have increasingly seen our role as empowering, supporting and providing resource to individuals and organisations across our communities to start conversations, to take and action and to help make their community suicide safer.





















Every Suicide Safer Barrow
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matters ...

Suicide Safer Barrow

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Struggling to cope? Can't see a way out? Thoughts of suicide? There is Hope Reach Out and Talk

Don't Bottle It Up

To find out more about where to get help, or how you can support someone with thoughts of suicide visit;

www.every-life-matters.org.uk

Samaritans Call: 116 123

0800 58 58 58

Shout Text Shout to 85258

Papyrus 0800 068 4141

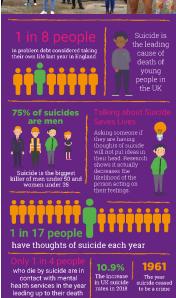
Every life matters







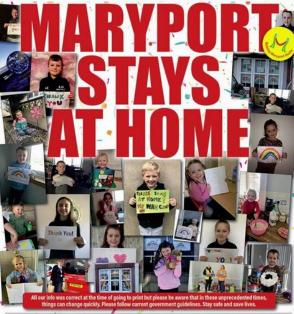






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Every life matters

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Where

What if they say YES?

If your child does say they are thoughts of suicide, the most that you can do is to stay caid difficult this must be for them let them know you are here to

How do I help?





Raising Public Awareness

We undertake ongoing social marketing campaigns across media/social media platforms focusing on our key educational/social change messages. This is supported through engaging people from the local community with lived experience to support campaign messages.







Suicide Bereavement Support

We offer one-to-one individual and family <u>support to people bereaved by suicide</u> across Cumbria. Working in partnership with Cumbria Police we offer support from the early weeks and months after a loss, and offer flexible emotional and practical interventions that meet the very particular circumstances of our clients.



In addition to one-to-one support we also offer group sessions for those who have been bereaved for 6 months or longer. We run Peer Support Groups across Cumbria which meet monthly and offer a space for those with shared experiences of grief to gather alongside trained facilitators.



I found it really useful to connect with other people who had lost someone they loved to suicide. They understood what I was feeling and reassured me that it was OK to be feeling like that. We were able to form our own little support group using WhatsApp so we can stay in touch. It's good to know that there are others out there that I can talk to.

We have committed to growing the breadth and depth of suicide bereavement support across Cumbria, working together with a broad range of partners in the Cumbria Postvention Providers Forum including SBS Cumbria, Cruse, Child Bereavement UK, Time to Share, Cumbria Police, Barnardos, TogetherWe and many others.

We also offer support to organisations, schools, employers and communities who have been impacted by suicide. We provide advice around responses after a death, group sessions for affected community members and guidance on establishing a Postvention response framework for organisations and employers. We now offer independent reviews for employers after the death of an employee by suspected suicide, whether workplace related or not.

Our Logic Model

Around 60 people die			Outcomes		
Around 60 people die Suicide Safe	s Activities	Outputs	Short-term	Τ	Long-term
in Cumbria every year by suicide. Around 1 in 5 Cumbrians will have thoughts of suicide during their life time. I in 17 people will have thoughts of suicide every year. And 1 in 15 Cumbrians will make a suicide attempt during their lifetime. Suicides are preventable. Suicide is a major public health issue. Everyone can play a part in suicide prevention. Suicide is everyone's business. We want to create suicide safer communities, suicide safer services, challenge the stigma around suicide and mental health, and ensure that those bereaved or impacted by suicide get the support they need, when they need it. Supporting their lifetime. Small offi base for managen and admi resources. Campaigi digital an marketin skills Engagem with a wi range of stakehole. Support f people we Lived Experien thoughts suicide attempts Supporting to between 4 Commun of circa still severyone of circa attempts.	Developing Suicide Safer Communities A wide- ranging suicide prevention and mental health training programme. Delivering a Suicide Safer Schools Programme Campaigning and Awareness Raising at countywide and small community level Developing quality digital and paper- based suicide prevention and mental health Resources Supporting those bereaved and impacted by suicide Delivery of one-to-one, group and online support for people bereaved by suicide Supporting a Cumbria Postvention Providers Network Development of suicide Development of suicide	Developing Suicide Safer Communities • 4,000 people per annum receive suicide prevention and mental health training • 3,000 school community members receive training per annum • 100,000 people per annum are reached by campaigning and awareness raising activity • 60,000 people per annum visit our website • 100,000 physical resources are distributed every year Supporting those bereaved and impacted by suicide • Over 75 individuals per year are supported by our one-to- one service • 80+ individuals attend our group support each year • Over 150 people per	Short-term Developing Suicide Safer Communities People experiencing thoughts of suicide	Developing Suicide Safer Communities People experiencing thoughts of suicide • are more likely to access appropriate support in a timelier manner • are more aware of services, support & information available to them People generally • are more able to talk openly about suicide, and stigma around suicide is reduced. • have more confidence, resources and skills to effectively support those with thoughts of suicide Supporting those bereaved and impacted by suicide Individuals & communities bereaved or impacted by suicide • are better able to manage the emotional, physical and practical impacts of	Long-term Developing Suicide Safer Communities To reduce the number of people dying by suicide in Cumbria Supporting those bereaved and impacted by suicide To reduce the number of people dying by suicide in Cumbria Individuals & communities bereaved or impacted by suicide have reduced long term demand for health, mental health and other services

- 🚱 every-life-matters.org.uk
- o everylifecumbria
- (DEvery_Life_Cumb)
- **f** EveryLifeCumbria
- **4** 07908537541
- info@every-life-matters.org.uk