

About Recruitment

This is an exciting opportunity to be part of a new Greater Manchester wide project within 111 Mental Health First Response.

Four organisations have come together to deliver a first responder service in collaboration with the NHS. Together, we are committed to delivering high-quality, innovative services in 111 Mental Health. Our aim is to combine expertise, capacity, and local insight to deliver outstanding outcomes for people and communities. Successful candidates will be part of a multi-agency team alongside NHS Mental Health Trust colleagues.

We are carrying out this joint recruitment on behalf of four independent voluntary sector organisations:

- Tameside, Oldham, Glossop and Stockport Mind (TOGS Mind)
- Gaddum
- Rochdale and District Mind (RDM)
- Mental Health Independent Support Team (MHIST)

There are 12 roles available in total. By applying for this role, you are consenting for your application to be shortlisted by a panel member from each of the above organisations.

Job Description

Job Title:	Mental Health First Responder
Locality:	Greater Manchester
Accountable to:	111 Mental Health Service Leads
Responsible to:	Organisational Line Manager
Pay Grade:	Please see appendix for each organisation's pay grade. All organisations will offer the same supplementary overnight premium for shifts worked between the hours of 12am-6am.
Type of Contract:	Permanent
Location:	Central Park, Northampton Rd, Manchester M40 5BP
Working Pattern:	This service operates 24/7, 365 days a year. You will be required to work evenings, weekends, and bank holidays on a rotational basis.

Job Summary

The post involves working with people of all age (Children and Young People, Adults or Older People) experiencing a mental health crisis via the telephone on a 24-hour rota basis. Working as part of the wider multi-disciplinary team, Mental Health First

Responders will provide initial assessment and triage via the phone, as well as information, support, signposting, and advice.

The post holder will provide compassionate and professional support to callers (including carers) and will support and assist individuals to cope more effectively with their mental health issues by assisting them with key aspects of their care plans, (if in place), supporting them in managing distress and challenges / difficulties which they might be struggling to deal with.

The post holder will seek advice from NHS clinical leads/shift coordinators with any call where the caller may require urgent assessment, or any call in which the appropriate response is unclear.

For people experiencing a mental health crisis, Mental Health First Responders will provide:

- Mental state assessments
- Risk assessments
- Case formulation
- A range of recovery focused interventions
- Validation and de-escalation of crisis

Main Duties and Responsibilities

Working Pattern

- This is a 24/7 service, 365 days per year. You will be required to work flexibly including evenings, weekends, and bank holidays. Both part-time and full-time positions are available.
- Due to being a Greater Manchester wide service, you will be based at Central Park, Manchester but must have the ability to travel across the Greater Manchester footprint for training and operational requirements.

Communication and Working Relationship Skills

- Provide complex and sensitive information to a wide range of internal and external stakeholders (users of services, carers, multi-disciplinary staff, and other statutory / non statutory services).
- Contribute to the safe and effective day to day operations of the service, managing clinical enquires.
- Provide a high standard of written and verbal communication that is clear and in line with local guidance.
- Role model effective communication: demonstrating empathy, respect, compassion and hope where there may be barriers to understanding.
- Communicate information in a way that makes it relevant and understandable in line with operational guidance.
- Maintain professional relationships with all VCSE and NHS colleagues to ensure professional standards are met.
- Promote a culture that incorporates employing organisational values and is recovery focused.

Analytical and Judgemental Skills

- Undertake risk assessments, based on latest empirical evidence and compliant with local policies/procedures.
- Report exceptions, complaints and gaps in service.
- Assist in data collection for the ongoing evaluation of the service.
- Assist in promotion of the Service locally and nationally as appropriate.
- Act as the person's and their carer's / family's advocate.
- Report any incidents of harm or near miss in line with the NHS and employing organisations' incident reporting policies supporting appropriate actions are taken to reduce the risk of reoccurrence.
- To assist with ensuring day to day practice reflects the highest standards of governance, clinical effectiveness, safety and service user experience.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment.
- Seek advice and support from senior colleagues/line manager whenever necessary.

Planning and Organisational Skills

- Ensure good documentation is provided and entered within the appropriate systems of record sharing.

Responsibility for Person's Care, Treatment and Therapy

- Ensure that individual episodes of care are delivered in a timely, effective and integrated manner.
- Promote a recovery model that empowers persons, carers and relatives to be at the forefront of decision making, owning their packages of care/treatment.
- Create, implement, and update care plans as required.
- Utilise a range of hardware, software and applications provided by Trust, employing organisation and other stakeholders. Record information and communicate with service users and partners and be proficient in the use of IT hardware and software and digital telephony.
- Champion peoples' rights including dignity, equality, diversity, choice and respect.
- Provide advice and guidance regarding mental health problems.
- Request information on specific individuals from Police Officers as per information sharing protocol. Discuss and arrange appropriate police response as required under guidance from senior staff.
- Promote and safeguard the welfare of children, young people and vulnerable adults.
- Implement NICE guidance and other statutory / best practice guidelines under guidance from senior staff.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to service provision.
- This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all organisational and service led policies, procedures, protocols and guidelines.

To be aware of and work towards the employing organisation and First Responder Services' strategic goals.

PERSON SPECIFICATION **Mental Health First Responder**

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, and other requirements which the post holder requires to perform the job to a satisfactory level.

Values

1. **Relationships:** Demonstrate ability to listen and ask questions to understand others and build trust. (E)
2. **Aspiration:** Demonstrate ability to provide support to others relevant to this role. (E)
3. **Learning:** Demonstrate ability to undertake learning, seek insight, and grow from experience. (E)
4. **Potential:** Demonstrate ability to take personal responsibility for your own development and the development of others. (E)

Experience

1. Experience of providing support services to members of the public. (E)
2. Experience of working independently to deliver services safely. (E)
3. Demonstratable ability to provide telephone crisis support, including de-escalation skills and the delivery of Safety Plans. (E)

Qualifications

1. Qualified to the equivalent of a Level 4 or above in nursing, social work, occupational therapy, counselling, psychological therapy, other health related subject, or equivalent level of experience and competence. (E).
2. Willingness to undertake training and qualifications relevant to role. (E)

Knowledge

1. Knowledge of emotional wellbeing, mental health issues or other relevant health support services. (E)
2. Knowledge of evidence-based approaches to support people to achieve better mental health. (E)

Abilities Required

- Excellent communication skills including the ability to engage with users of services experiencing a wide range of complex mental health presentations, including mental health crisis.
- Ability to form positive therapeutic relationships with users of services, carers and other professional bodies.

- Ability to assess situations, make decisions, coordinate and organise appropriate responses.
- Assessment, planning and evaluation of mental health difficulties.
- Able to undertake dynamic risk assessments
- Ability to work without direct supervision.
- Able to demonstrate commitment to high quality care and service provision.
- Able to prioritise work to reflect changing needs.
- Ability to manage own time.
- Ability to work flexibly including evenings, overnight, weekends and bank holidays.
- Ability to travel across the Greater Manchester footprint.

Safer Recruitment Checks

Please note that successful candidates will be required to complete a self-disclosure form and there is a requirement to complete a DBS check (Disclosure and Barring Service) upon being given a conditional offer. The type of DBS requested will be dependent on the nature of the role you are applying for.

How to Apply

To apply, send your CV and a cover letter which sets out how you meet the criteria for the role to applications@togsmind.org.

Please send your documents in word or pdf format and clearly state your name, the job title and job reference number in your email.

The deadline for applications is midnight on: 29/03/2026.

Invites for interviews are currently planned to be sent out: 01/04/2026.

Interviews are currently planned to be held: 13/04/2026, 14/04/2026 and 15/04/2026.

If you have any further questions and would like to get in touch, please email Leonie Paton through phone or email: 07901354595 / leoniepaton@togsmind.org.

Alternatively contact our office reception at office@togsmind.org or by calling 0161 330 9223.

Appendix

1. Salaries

Overnight premium 12am-6am is an additional £2.62 per hour.

**FTE – Full Time Equivalent*

TOGS Mind	Gaddum	Rochdale and District Mind	MHIST
FTE £28,566.72	FTE £29,010	FTE £28,735.60	FTE £29,851
£15.26 per hour	£15.94 per hour	£15.79 per hour	£15.52 per hour
36 hours per week	35 hours per week	35 hours per week	37 hours per week