



Administrator Job Pack

Thank you for your interest in the role of Administrator at YANA. This pack aims to help you understand a little more about YANA and the role of the Administrator.

It is an exciting time to join the team at YANA as we are in the process of expanding our services into Essex and Cambridgeshire. The role brings with it many opportunities and I personally, am looking forward to seeing how we can develop the support we provide, through our helpline and other means.

If there is anything that you would like to discuss about the role please feel free to get in touch with me on T: 07548 833 267 / E: emma@yanahelp.org.

To apply for the position please send us your CV and a covering letter outlining your experience and interest in the role (no more than 2 pages).

I do hope that you will find the information useful and I look forward to receiving your application.

Best wishes,

Charity Manager

1. A little about YANA...

The Charities history

- In 2008 YANA was formed as a project under The Clan Trust to help people living with depression and to prevent suicide to those in farming, by providing a helpline and fully funded counselling, for people in Norfolk.
- In 2012 YANA expanded into Suffolk
- In 2017 YANA started building understanding of Mental Health by running Mental Health First Aid courses
- In 2020 YANA became a registered charity with 5 new Trustees
- In 2021 YANA employed a Charity Manager
- In 2022 YANA expanded to cover East Anglian

YANA, Norfolk Showground, Dereham Road, Norwich, Norfolk, NR5 0TT

Helpline: 0300 323 0400 | helpline@yanahelp.org Email: admin@yanahelp.org

Charity Number 1190443

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The Charity now

YANA, offers specific help for those involved with farming or other rural businesses in East Anglia through:

- Providing a confidential helpline & free counselling
- Building understanding of mental health
- Investing in Mental Health First Aid training
- A national Tractor Facts suicide prevention campaign

We aim to reach all farms, farm workers and rural businesses in East Anglia with our literature, to provide support, build awareness, and positively affect the mental health of our agricultural and rural communities.

YANA is led by a board of 5 Trustees, based across Norfolk & Suffolk, and a Charity Manager, based in Suffolk. There are two Patrons of YANA, both are based on Norfolk. One being our founding Patron, Melinda Raker, and the other being The Lady Dannatt, Lord-Lieutenant of Norfolk.

YANA believes:

Talking about your problems can make it easier to cope with stress, depression, and low mood, and improves your quality of life.

It's ok not to be ok.

Seeking help from your GP, YANA, Samaritans or another service will provide you with support to help you through.

Depression and anxiety can be an illness, they are not a weakness.

No-one has good mental health all the time.

The farming and rural business community are affected by many stress factors. Most of these are out of their control which means learning healthy coping strategies, reducing stigma, and encouraging conversation, play an important role in preventing mental ill health and suicide.

YANA's Mission:

Improving Agricultural and Rural Mental Health in East Anglia

YANA's Values:



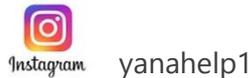
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YANA on social media:



2. About the functions of YANA...

Providing support through our helpline & counselling:

The helpline and counselling is looked after by our helpline coordinator. They manage a team of Samaritan trained volunteers who handle calls and liaise with counsellors where appropriate. They are responsible for ensuring the wellbeing of the team, for recruiting new volunteers and counsellors, and for record keeping.

The helpline operates on a voicemail system, whereby a caller will leave a message and receive a call back. This can then lead to fully funded counselling where appropriate, for those eligible.

Investing in Mental Health First Aid training:

YANA has now trained over 200 people as Mental Health First Aiders (MHFA). This is a 2-day course by Mental Health First Aid England, delivered by individuals that are Mental Health First Aid England accredited trainers. It develops understanding of mental health and confidence in noticing if someone is struggling and how to talk to them. It also equips people with tools to know how to help. We create an interest in booking on the course, manage bookings and communications with delegates, coordinate room hire and refreshments, and book and liaise with the trainers.

We also offer a 6 month follow on package. This means we send a monthly email to delegates for 5 months and arrange a Share and care, 2 hr session, where delegates that trained together can come back together.

After this MHFA's are invited to an annual get together, along with volunteers.

Building awareness of mental health:

We aim to build awareness, to reduce stigma and encourage conversation, through:

- giving talks
- attending events and conferences
- distributing merchandise
- on social media, and
- in newsletters and publications

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3. About the Administrator role...

Purpose of Role:

To support the various functions of the charity that help to fulfill the charities mission to improve agricultural and rural mental health in East Anglia. This will be done by delivering coordinated training opportunities and supporting activities that raise awareness of both YANA and mental health.

Responsible for:

You will work closely with the Charity Manager on a wide range of projects and areas of work.

Specifically the role is responsible for:

- Planning and preparing all aspects of our Mental Health First Aid courses
- Liaising with show/event organisers to ensure YANA's presence
- Handling email enquiries
- Supporting volunteer events and talks
- General admin tasks
- Any other tasks that may arise.

Person Specification:

	<i>Essential / Desirable</i>	<i>Application / Interview</i>
Experience		
Working in an admin or assistant role	D	A / I
Working with / recruiting volunteers	D	A / I
Event planning	D	A
Handling enquiries	D	A / I
Skills		
IT skills	E	A
Excellent communicator	E	A / I
Ability to listen	E	I
Organised	E	A
Knowledge		
Mental Health	D	A / I
Agriculture / Rural issues	D	A / I
Attributes		
Flexible	D	I
Ability to work independently	E	I
Motivated	D	I
Enjoys working with people	E	A / I

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The role is subject to an enhanced DBS check.

Closing date for applications 5pm, 26th August 2022

The successful candidate can expect the following:

As part of your induction you will be expected to undertake the Mental Health First Aid 2-day course. This training will increase your understanding about mental health, supporting others, listening and responding.

- A review of your training needs on an annual basis
- Optional enrolment into the NEST pension scheme
- A supportive and mindful employee / employer relationship
- 25 days annual leave plus bank holidays

YANA's Equality & Diversity Policy and Safeguarding Policy are attached separately.