



Mental Health Organisational Standards

Management Mental Health Support Guidance

1. Leaders and managers recognise their role in supporting the wellbeing of all employees (including minority groups, home workers and those affected by the pandemic).

1.1 Attach evidence that managers and leaders recognise their own role in supporting wellbeing of all employees (including minority groups, home workers). (If you are unable to provide links, please email to tick@tickaccreditation.com)

Possible evidence (*this list is not exhaustive*)

- Staff survey
- Feedback
- Staff handbook
- Website/ intranet screenshots
- Job descriptions
- Procedures
- Data (e.g. % of managers with wellbeing in their job description)

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Evidence attached		

1.2 Describe how leaders and managers provide wellbeing support to staff (work – life balance / periods of increased stress / pressure / deadlines)

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Leaders and managers design or adjust workflow to allow for	Leaders and managers recognise their role in providing pastoral	Leaders and managers have wellbeing responsibilities written



reasonable work-life balance, whilst individuals recognise the ebbs and flows of the workload and can identify how they are supported through times of increased stress, pressure or deadlines.	support for their staff and they engage with all staff (including field-based, home-based staff or those on long-term leave) in a variety of ways.	into their job/role descriptions. Individuals feel safe talking about their emotional experiences/coping without blame or guilt.
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2. Leaders and managers receive training covering supporting mental health difficulties, the wellbeing of individuals, stress risk assessment and their leadership/management styles.		
2.1 Attach evidence of training provided to leaders and managers covering supporting mental health difficulties, wellbeing of individuals, stress risk assessment and leadership / management styles. (If you are unable to provide links, please email to tick@tickaccreditation.com)		
Possible evidence (<i>this list is not exhaustive</i>)		
<ul style="list-style-type: none"> • Data (e.g. % of manager accessing training) • Case studies • Marketing literature • Website/ intranet screenshot • Qualification certificates 		
Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Evidence attached		

2.2 Give examples of the training in place to support leaders and managers' knowledge of mental health difficulties and what they can do to support staff experiencing mental health difficulties.		
Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
There is training in place to support leaders' and managers' knowledge of mental health difficulties and ways that they can support staff experiencing poor mental health.	Leaders and managers receive training on supporting workplace wellbeing and their duties. As required, they are able to recognise how to assess a role/individual for the impact of stress and	Leaders and managers have received training on their leadership and management styles and are able to reflect on the impact on others. They have access to safe places in mentoring or coaching



	take action to moderate the causes.	sessions to reflect on this. This is monitored through their appraisals and other methods, such as 180 or 360 degree reviews.
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