



Recruitment Information Pack

Therapy Coordinator

Welcome to Doncaster Mind!

Thank you for your interest in working with us here at Doncaster Mind.

In this pack you should find all the information you need to learn more about us and what we do. This includes:

- More about us, what we believe in and our values
- Our application process
- The job description and person specification
- What we expect from our staff
- What you can expect from us

Our organisation

Doncaster Mind is a passionate and energetic organisation that works to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face-to-face and online services from one to one support, groups, activities, guided learning and training and volunteering opportunities. We also work with Doncaster council and Rotherham, Doncaster & South Humber NHS Foundation Trust on specialist projects and services.

Our small team really cares about making a difference to the people of Doncaster and we work hard to make a positive change for people's mental health. Last year we helped over 1062 people who are living with mental health problems.

We have been supporting people in Doncaster for over 40 years.

We are affiliated to the Mind network **BUT** we are not a branch of national Mind – we are an independent local charity that fundraises locally and applies for grants and bids in order to continue our work.

We believe

- No one should have to face a mental health difficulty alone
- We won't give up until everyone experiencing a mental health difficulty gets the support they need and deserve

What people say about us:

"Being able to talk without judgement to my counsellor I've been able to reflect on how my past has affected me. I'm so grateful and now feel able to build my life back up and even help others. This service has been a life saver"

"I wasn't sure what to expect from mentoring but I gained so much from it and my mentor was great."

"I never speak out in groups, but I did - thank you. Keep doing what you have been doing"

"I have lost count now of how many students you have taken on as volunteers. The ones you have speak highly of Doncaster Mind and this is great for their development. Thank you"

"Thank you Doncaster Mind staff I really couldn't be more grateful for all the amazing work and support you do"

A note from our CEO



We are really pleased that you are interested in working with us. Applying for a job can be a big step for a whole range of reasons and we want to make Doncaster Mind a potential work option for as wide a range of people as possible. A diverse staff team creates the value in our services that we want all those we help to experience.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as us finding out about you!

We are always keen to hear from people who are passionate about mental health and about working to support those who are experiencing mental ill health. Perhaps you have had your own experience of mental ill health and feel that your own learning and journey may help you to support others.

We look forward to hearing from you!

Therapy at Doncaster Mind

To meet the current need in the community we are expanding our therapeutic services.

Under contract with the Integrated Care Board and Doncaster Council we provide a free counselling service which is currently outstripped by demand from those wanting to access this service. For this reason have expanded our counselling provision and will be looking to add other therapeutic interventions to provide a broad a range of therapies to meet a variety of individual needs.

We want this development to compliment and work seamlessly with our other one to one and group offerings.

Our vision is that we will be widely known and identifiable across the borough, share our quality and reliability openly and be the organisation of choice for those not only wishing to access services and support, but for those wishing to invest, sponsor, donate to and fundraise for us. We want to be known for:

- providing excellence in community mental health support to individuals
- providing a wide range of services
- being approachable, responsive and easy to communicate with
- being a valuable project partner to other organisations

Our therapy services are provided as a standalone service stream that are intended to be fully economically independent and sustained through the service provision.

The Role

In order to support the continued development we are excited to be recruiting a Therapy Coordinator.

The post holder will take responsibility for the day to day coordination of all therapy services. To begin with, this will incorporate developing our counselling service. We will be looking for this individual to implement and maintain the service working closely with a qualified counsellor, volunteer counsellors and students on placement.

The post does not involve delivery of therapeutic interventions but there will be a significant level of client contact to complete initial assessments and to undertake the necessary liaison regarding accessing therapy and scheduling appointments.

The role also includes the management of waiting lists, carrying out regular monitoring and evaluation of the counselling service as well as supporting the Business Development Manager to expand the service to introduce additional therapies over time.

Alongside the qualified counsellor, the post also has shared responsibility for the recruitment & engagement of, support to and administration tasks related to qualified counsellors (in both freelance and volunteer capacities) and students on placement.

Essential requirements for this role include a comprehensive understanding of various therapies that support mental health recovery, experience of undertaking client assessments, supporting volunteers and excellent administrative skills.

The post holder will also take the initiative to support our wider team and Doncaster Mind objectives, spotting opportunities and contributing to our continual improvement and growth.

Job Description

Job Title:	Therapy Co-ordinator
Hours:	30 hours per week (flexible days/hours)
Salary:	£24,818.75 per annum, pro-rata
Contract:	12 month contract, with an possible extension subject to funding
Responsible to:	Business Development Lead
Responsible for:	Freelance counsellors, volunteer counsellors & students on placement
Hybrid working	Following successful completion of 6 month probationary period, there may be opportunities to work from home as and when the service/organisation allows.
Aim of the post:	To co-ordinate all aspects of therapy at Doncaster Mind
Main deliverables:	
<ol style="list-style-type: none">1. Be responsible for setting up and maintaining an administrative framework to support the service2. Develop & manage a service timetable3. Recruit and support a team of counsellors (qualified and students on placement)4. Undertake all client assessments and place appropriately within the service5. Manage waiting lists and undertake all client liaison	

Main duties:

- Shared responsibility for recruiting & supporting freelance, volunteer therapists and students on placement
- Carrying out client assessments for referrals, preparing assessment reports and allocating to appropriate & available therapists
- Monitoring & managing waiting lists
- Recording all client information & contact on the CRMS, taking responsibility for the management of client information and upholding client confidentiality in line with Doncaster Mind's confidentiality policy
- Collecting and storing client evaluation
- Assisting with regular monitoring and evaluation of the therapy service including completion of impact reports, collation of client evaluations, monitoring service statistics and report preparation as and when required
- Working in conjunction with the Business & Development Lead & Marketing & Communications officer to promote the service
- Liaising with external partners where appropriate
- Contributing to the development and expansion of Doncaster Mind therapy service over time

General duties

- Promoting equity in health by working in partnership with individuals and groups that face barriers to good health.
- Acting as an ambassador and represent Doncaster Mind at external functions, events to a maximum of four per year.
- Being familiar with the Doncaster Mind 'Code of Conduct' and ensure that it is followed at all times both by staff, volunteers and clients.
- Participating in supervision and internal/external staff development including mandatory training related to the role.
- Taking responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Gathering and Equality & Diversity requirements are met and all other Company policies complied with.
- Attending and contributing to regular team meetings. Ensuring understanding of and compliance with all Doncaster Mind's policies and procedures.
- Working in alignment with the aims, objectives, and core values of Doncaster Mind.
- Undertaking any other duties that may from time to time be reasonably required.

Working within Doncaster Mind values

- Ensure a commitment to quality, working within Doncaster Mind's policies and procedures
- Actively engaging within supervision
- Contribute to the wider development of Doncaster Mind
- Be a champion for mental health
- Working collaboratively across all Doncaster Mind services to help achieve the strategic vision of the organisation

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager. If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Essential qualifications:

None

Person specification

Don't just tell us how you meet the specification – show us! Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, developments you contributed to. Feel free to add photos and videos

Knowledge, Skills, and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Experience of working directly with individuals seeking services & support	A, I
An understanding of the role of therapy, coaching, training and health promotion in supporting people's mental health	A, I
Knowledge and understanding of mental ill health and recovery	A, I
Experience of undertaking client assessments	A, I
Experience of supporting colleagues/team members	A, I
Experience of office work and procedures	A, I
Experience of the voluntary sector	A, I
Experience of managing volunteers	A, I
Confident in ability to build rapport with a variety of audiences both virtually and face to face	A, I
Awareness of Data Protection issues and the ability to work with confidential sensitive information	A, I
Proven ability to work on your own initiative, identifying potential problems and applying the appropriate solutions	A, I
Experience of working with and managing datasets including developing reports	A, I
Ability to be creative and generate ideas	A, I
Experience in working as part of a team	A, I

Practical Skills	
Ability to manage competing demands	A, I
Strong interpersonal skills	A, I
Excellent verbal and written communication skills	A, I
Ability to work under pressure and to tight deadlines	A, I
Proficiency in use of software packages to an intermediate level: MS Outlook, Word, Excel, PowerPoint and other databases	A, I
Awareness of professional boundaries with clients, organisations and companies at all time	A, I
Significant and demonstrable organisational skills	A, I
Values and Attitudes	
Non-judgmental approach to people	A, I
Empathy for the client group	A, I
Willingness to offer some flexibility in working hours	A, I
A clear commitment to the values of Doncaster Mind and the voluntary sector	A, I
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	A, I

* Experience – you should be able to draw on four or five different examples you could use to describe your experience*

*Significant experience – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time

Our application process

We prefer to have a conversation with you about the role before you apply. We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

If you would like a phone conversation in with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification and talk you through how to complete the application form. **Please email zain@doncastermind.org.uk to arrange a call.**

You don't have to have this phone call if you'd prefer not to, you can obtain an application form off our website or alternatively if you would like one sending out to you please email the above address.

Once you've submitted your application form, we will compare your application to what we're looking for with our person specification, and if they're a good fit we'll contact you for an interview.

Closing date for applications: **5pm on 18 August 2023**

Interview date: **Thursday 24 August 2023**

What we expect from our people

Our clients and colleagues are really important to us. We want Doncaster Mind to be a great place to work and to receive services from, so we have some expectations of our staff.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the Doncaster Mind team, we will expect you to put clients at the centre of your work

Be empathetic and compassionate: You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion equity: Whenever you are representing Doncaster Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgmental: Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non-judgmental approach to our work. You may also need to challenge others' stigmatising views in a gentle and non-judgmental way.

Be open and transparent: You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in! We're a team and sometimes the unexpected happens. We expect all of our people to support each other, and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly team who are passionate about improving mental health for everyone. So you'll be joining a group of likeminded people working together for a common cause. Whether it's tea and cake in our staff room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working:** Some of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles but this depends on the role. Please check the role requirements at interview. If you prefer to be fully office based, you also have this option
- **Flexible working arrangements:** when home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing.
- **Annual leave:** 25 days annual leave (excl. bank holidays). On completing 3 years continuous service at Doncaster Mind, full time employees are entitled to an additional 1- day annual leave per year up to a maximum of 30 days. All leave is pro-rated for parttime employees. We also offer additional compassionate and special leave.
- **Pension contribution:** Doncaster Mind pays 3% employer pension contribution
- **Professional body membership fees:** Where this is an essential part of your role, you can claim these back
- **Working in a values-based organisation:** We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together
- **Personal development:** We are a small but ever developing organisation, always seeking to work in new areas and on new projects. As such there are plenty of opportunities to work across service boundaries, learn new roles and work on new projects.