



# **Recruitment Information Pack**

Doncaster Mind Mental Health  
Community Connector – South  
Locality

# 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 1607 people who are living with mental health problems.

We have been supporting people in Doncaster for over 45 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 are proud to be able to celebrate the diversity of our existing team and welcome interest in from all cultures and backgrounds that make up Doncaster's community – whether that's for support, for employment, for volunteering or for partnership. We recognise our responsibility to be a force for good and aspire to being a great example of equality, diversity and inclusion in action.

We look forward to hearing from you!

# Mental Health Community Connector at Doncaster Mind

Over the last 2 years we have designed, established and delivered a person centered, trauma informed model for Mental Health Community Connectors in Doncaster, that is unique and has been recognised as having a high value in supporting early intervention/prevention mental health support. We are passionate and committed to developing this recently reviewed model further, through the RDaSH Primary Care Mental Health Team and are positioned to clearly understand the benefits of a service in which high intensity and low intensity, one to one support, group support and specialised support work seamlessly together.

Our model will assess people in partnership with the Primary Care Mental Health Hubs and work with them; to jointly decide the level of support they require for people with severe and complex mental health needs who support can be met within a primary care setting. We will do this by identifying the need and working with the individual to ensure that a wide range of diverse community interventions, models and methods have been considered. This will ensure that individuals are informed of choices and options and supported by their community to enable a positive impact of their mental health and wellbeing. We know that a holistic approach of both a blend of clinical interventions and VCSE community-based support such as social, psychological and self-help strategies enable people to maintain their recovery and are less likely to fall into crisis.

## The Role

Through practical support, the MH Community Connectors will work with people through the low intensity pathway to help them to join community activities and groups, access services, like supported self-help, psychoeducational courses, wellbeing activities and mentoring, helping to build their social connections. We will prioritise spaces in our wellbeing programme for people using this service, ensuring that groups are available quickly, reducing barriers to access.

Additionally, our Community Connectors can offer practical help such as showing people where to get help in the community; how to ask for help; sitting with people while they make calls & arrange appointments for themselves; encouraging ongoing communication that facilitates friendships and positive relationships; going with people to discover Doncaster's community assets.

Our ability to facilitate these sessions and support comes from our longstanding and positive working relationships with the many community based organisations and groups across Doncaster for example, Citizen Advice Doncaster, DIAL, Live Inclusion, Aspire, Well Doncaster, Edington Helping Hands, Changing Lives, Open Minds, AGE UK, South Yorkshire Housing, Working Win, Cloverleaf Advocacy Service to name a few.

## Job Description

Job Title:	Mental Health Community Connector - South
Hours:	27.5 hours per week – Days to be confirmed, however must be able to work on a Wednesday as one of the days
Salary:	£24,140.00per annum, <b><u>pro rata</u></b>
Contract:	Permanent Contract
Responsible to:	Community Connector Coordinator
Responsible for:	No line management responsibilities
Hybrid working	This role is predominantly working within the south locality. There may be opportunities to work from home as and when the services/organisation allows. There will also be days where office working is required
Annual Leave	25 days leave plus additional 8-day bank holidays, increasing to 30 days (1 day per year after 3 years of continuous service) to a maximum of 30 days. <b><u>pro rata</u></b>
Aim of the post:	To work in collaboration with the Primary Care Mental Health Hubs to support people through early intervention, thus avoiding dependency on clinical mental health services

## Main duties:

- Build on and develop an established Mental Health Community Connectors service in Doncaster
- Contribute towards and develop further the one-to-one community-based support model
- Attend weekly Multi-Disciplinary Team Meetings within the Primary Care Mental Health Hubs. Contributing and sharing your knowledge on services within the south locality of Doncaster
- Have a caseload of clients who have been referred to you through the hub MDT's
- Deliver a person and community centred approach service to people who have accessed or accessing Primary Care mental health services through the Primary Care Mental Health Hubs
- Promote health and wellbeing in community settings using non-clinical trauma informed approach
- Promote equity in healthcare by working in partnership with both clinical and community-based groups to remove barriers to good health
- Offer flexibility of access to a range of clinical, social, psychological and self-help approaches to wellbeing
- Empower individuals to take responsibility for and control over their health and lives
- Reduce pressures and increase capacity within mental health teams
- Work with Doncaster Mind & RDaSH to develop a single referral process
- Ensure that the pathway between PCMHH, Mental Health Community Connectors and Peer Support Workers are seamless and supportive, with joint working where appropriate to ensure that people have their needs met in a timely manner
- Support RDaSH to ensure that people are able to receive the lowest level of intervention to avoid dependency which will enable them to continue the journey to wellness improving access and waiting times



#### 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 minimum of four per year
- Being familiar with the Doncaster Mind 'Code of Conduct' and ensure that it is always followed 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, including working with all members of the community some of whom are victims, perpetrators & ex-offenders
- 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 postholder 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

Desirable Qualifications:	Driving license N/A

## 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),
Their own lived experience of mental ill health & recovery	A
Ability to use lived experience and knowledge to offer practical support and help people to attend and engage in meaningful activities and self-help to live a long and fulfilling life	A
A familiar face in, be known to and be trusted by local communities, organisations and services and possess an exceptional knowledge of the locality in which they live and work	A
Ability to support people to navigate, engage and connect with local communities and services	A
Ability to hold welcoming conversations which may be difficult and challenging to ensure quicker access and support for people's needs	A
Ability to work safely within the boundaries of their role & know when to seek support and guidance	A
Have a passion for and a positive attitude to helping others improve their lives, whatever their background or needs by empowering them to take control over their health and lives	A
Possess knowledge and understanding of the diverse and possibly deprived communities which they will support	A
Possess an ability to influence and advocate to remove barriers to support	A
Have a passion and dedication to help shape and improve service.	A
Experience in working as part of a team	A
Awareness of Data Protection issues and the ability to work with confidential sensitive information	A

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

\* 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 several 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.

Book a phone conversation 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 Fayed at [zain@doncastermind.org.uk](mailto:zain@doncastermind.org.uk) to arrange a call.**

You don't have to have this phone call if you'd prefer not to, but we recommend it. That way you know if what you can offer us is a good fit for this role, and you know what we will be looking for when we shortlist our applications.

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 written applications: 22<sup>nd</sup> January 2025

Open Recruitment Events -

Wednesday 3<sup>rd</sup> February 1pm – 3pm or

Thursday 4<sup>th</sup> February 6pm - 8pm



## 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 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:** Most 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 part-time 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.