



Preferred Provider Information Pack

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
- Joining our preferred provider framework
- What we expect from our independent providers
- 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. Joining us as an independent provider can seem like a big step for a whole range of reasons but I can assure you that we want to make Doncaster Mind a potential work option for as wide a range of people as possible so that our team is as diverse as the community we support. We value people for their individuality and for the skills that they can bring to support others – this is what creates the value in our services.

We have included as much information as possible in our pack. If you are interested in working with us but cannot find an advertised opportunity on our website, 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!

Preferred Providers at Doncaster Mind

We are proud that we continue to be able to provide a range of services, courses and groups to the community in Doncaster under our Wellbeing programme. Everything that we offer is informed by our many years of experience and accumulated knowledge of community based mental health support.

We offer an eclectic programme of guided learning and peer support each year and we are always looking for individuals who have had experience of either delivering training or running groups – perhaps as a result of a hobby or interest of their own that they have shared with others. We also have opportunities for individuals to join us as preferred providers within our 1:1 services:

Peer Support Groups:

Our groups all run on a weekly basis for up to 16 weeks with a limited number of spaces. Each group has a different focus to support mental health and wellbeing. Our current programme includes active peer support, gardening, shared reading and crafts (a full list is available on our website)

(Ideally you will have experience of facilitating groups)

Guided Learning Courses:

Our workshops and courses run once a quarter in both face to face and online formats. They are delivered once per week and last for between 6-8 sessions.

(Ideally you will have prior experience of delivering training)

1:1 Support:

Counselling is delivered in weekly, time limited sessions either face to face, online or remote delivery according to individual needs. As standard, 8 sessions are delivered with reviews at 4 weeks and 8 weeks with the possibility of extending the programme should that be required.

(You will need a level 4 qualification)

Our vision for Doncaster Mind is that we want to 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 develop our reputation for:

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

Preferred Providers Framework

The Doncaster Mind Preferred Provider framework exists to ensure that we are able to provide the best quality service through the engagement of independent providers to undertake specific areas of work as described above. It is essential that our preferred provider engagement processes are fair, consistent and quality assured.

This framework aims to:

- Meet the needs of the organisation
- Take account of diversity and inclusion at all stages of the engagement process
- Provide a quality service to independent providers that is fair, transparent, consistent and equally accessible
- Be consistent across all of the services provided by Doncaster Mind
- Adhere to statutory requirements and good practice etc
- Help promote a good image of Doncaster Mind as a service provider

All Preferred Provider opportunities are fulfilled via our framework (wherever possible). A role description will be available for each opportunity and as a minimum this will include: brief details of the opportunity, location, terms e.g. length of contract.

Current rate of pay (2023/24)

Preferred provider roles are offered at set rates and subject to satisfactory clearances/documents as set out in the PPQ.

General providers	£20.00 per hour (inclusive)
Qualified Counsellors	£25.00 per session (inclusive – this includes your time for note writing, travelling and travel expenses. There are no deductions – no referral fees or room hire costs).

Joining our framework is quick and easy:

1. Complete a pre-qualification questionnaire (attached below)
2. Meet us to discuss your application and ask any questions you may have
3. Provide your documents (including insurances and a DBS certificate dated within 3 months of application)

Anyone currently on our Framework will be assessed against the role description for any opportunities we have. Where there are no suitable Preferred Providers on our framework the role will then be advertised on our website www.doncastermind.org.uk

Please note that taking part in our Preferred Provider Framework does not guarantee the offer of a opportunity but it is our preferred way of fulfilling the opportunities we have to offer.

Details of all of our services can be found on our website www.doncastermind.org.uk

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 people.

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.

What to 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.

There are a range of benefits when you join us as an independent provider:

- **Building your experience and skills:** we have a broad reach into communities and are in contact with our community countless times a day. Every single contact provides an opportunity for us to learn and grow our skills.
- **Building your client contact hours:** if you are newly qualified or looking for a reliable source of work, we have a constant source of clients who are needing support.
- **Joining a professional team:** as an independent provider you are joining our team and working as part of a team for some of your time can relieve the pressure that comes from working on your own.
- **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.