



# Recruitment Information Pack

HIU (High Intensity Use) Community  
Coach

# 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!

# HIU Service at Doncaster Mind

We are proud to be in the fifth year of delivering this important service, which forms part of the Crisis Alternatives Alliance provision in Doncaster.

High intensity use is a description of need and is not attributed to a person. Sometimes there may be a physical or medical need for which a person needs emergency care, but where their attendance is frequent, its clear there is something else underlying. Often for people who attend emergency services regularly, the reason for this is unmet social and/or emotional needs.

Our HIU service offers a different route for such people and aims to work with them to ensure their needs are met more appropriately and by the right services.

We are linked to a national network of HIU services across the country, all of which are seeking to improve the quality of life for those who feel they have no choice but to rely on A&E and ambulance services and in so doing, ensure that emergency services are available to those who need them the most. We believe “when individuals flourish and their basic human needs are met, only then will their contacts on health care services be sustainably reduced”.

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

## The Role

We are excited to be looking for a new member of our HIU team of Community Coaches.

HIU Community Coaches draw on the involvement and valuable skills of those around them such as the voluntary sector, social services, clinicians and neighborhoods to re-connect frequent users of emergency services into their communities and to the correct services for their needs.

They have acquired knowledge and experience of working with people in either a hospital or community environment. They have a strong sense of emotional intelligence and their personality is one that strangers connect well with. We are looking to recruit suitable candidates with experience of working with clients who are isolated, who present with multiple and complex needs, and ideally have experience of lone working.

A HIU Community coach assesses the needs of clients and uses 'out of the box' thinking to resolve their ongoing issues. A plan is prepared and implemented which is bespoke for each client and which continually changes in line with the client's needs at that time. Once they are flourishing, there is a discreet withdrawal of the service, but we remain available for anyone who needs a little support through life events in the future.

Skills required are empathy, compassion, strong negotiation skills, patience and a real appetite for helping those that many others may have either forgotten about or have turned away.

This is an excellent opportunity to make a difference to people's lives by putting in place interventions that reintegrate people into the local community without the need to make demands on services that may not be the most appropriate to meet their needs. The successful candidates will be working closely with the local Integrated Care Board, A&E department, ambulance service, police, local authorities and local community health teams.

## Job Description

Job Title:	HIU Community Coach
------------	---------------------

Hours:	37.5 hours per week
Salary:	£23,925 per annum
Contract:	Permanent
Responsible to:	Adult services manager
Responsible for:	No line management responsibilities
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.
Annual Leave	25 days leave plus an additional 8-day bank holiday, increasing to 30 days (1 day per year after 3 years of continuous service) to a maximum of 30 days.
<b>Aim of the post:</b>	The post holder will be part of a team working directly with a rolling cohort of complex clients who attend Doncaster Royal Infirmary emergency department or have been admitted to hospital more than might be expected to improve client's quality of life and reduce pressure on emergency services.
<b>Main duties:</b>	
<ul style="list-style-type: none"> <li>• To provide effective 1-1 coaching style support both face to face and via telephone, putting in place interventions that reintegrate people into the local community</li> <li>• To develop and maintain excellent links and relationships with other agencies and community services</li> <li>• To monitor client progress</li> <li>• To maintain accurate client records and contact notes</li> <li>• To support the project lead to maintain clear project records in line with the requirements specified by the funders</li> <li>• To support the project lead to work with referring agencies to promote the service</li> </ul>	
<b>General duties</b>	

- Promoting equity in health by working in partnership with individuals and groups that face barriers to good health.
- Acting as an ambassador and representing Doncaster Mind at external functions, events to at least 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.
- Undertaking any other duties that may 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.

--	--

## 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.

Knowledge, Skills, and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Significant experience of working 1:1 with service users with a range of complex issues (essential)	A, I
Knowledge and understanding of mental ill health and recovery (essential)	A, I
Lived experience of mental health problems and recovery (desirable)	A, I
Experience of working within the voluntary or statutory sectors (desirable)	A, I
Experience of working closely with partner agencies - has existing robust networks or be able to swiftly build new relationships (essential)	A, I
Experience in managing proactive and reactive workloads (essential)	A, I
Experience in working as part of a team (essential)	A, I
Understanding of the potential social/emotional needs of people who use emergency services more frequently than expected (essential)	A, I
Experience of office work and procedures (essential)	A, I
Confident in ability to build rapport with a variety of audiences both virtually and face to face (essential)	A, I
Knowledge of safeguarding vulnerable adults (essential)	A, I
Understanding of how to effectively risk assess service users and to identify deteriorating well-being (essential)	A, I
Awareness of Data Protection issues and the ability to work with confidential sensitive information (desirable)	A, I
Proven ability to work on your own initiative, identifying potential problems and applying the appropriate solutions (essential)	A, I
An understanding of the role of training, coaching, counselling and health promotion in supporting people's mental health (essential)	A, I

<b>Practical Skills</b>	
Ability to demonstrate a range of coaching styles to deliver the project aims (essential)	A, I
A car driver with access to a vehicle for work use (desirable)	A, I
Strong personal resilience (essential)	A, I
Ability to use informed persuasion and negotiation skills to influence others (essential)	A, I
Ability to develop and maintain effective and credible relationships with service users (essential)	A, I
Ability to maintain clear boundaries with staff and service users (essential)	A, I
Excellent written and verbal communication skills with the ability to present information to a wide range of audiences (essential)	A, I
Good working knowledge of Microsoft Office with intermediate keyboard skills – Outlook, Word, Excel, PowerPoint and various databases (essential)	A, I
Ability to be creative and generate ideas (essential)	A, I
Ability to manage competing demands (essential)	A, I
Strong interpersonal skills (essential)	A, I
Ability to work under pressure and to tight deadlines (essential)	A, I
Significant and demonstrable organisational skills (essential)	A, I
<b>Values and Attitudes</b>	
Positive and conscientious attitude to work (essential)	A, I
Positive attitude to change, learning & development (essential)	A, I
Non-judgmental approach to people(essential)	A, I
Empathy for the client group (essential)	A, I
Willingness to offer some flexibility in working hours (desirable)	A, I
A clear commitment to the values of Doncaster Mind and the voluntary sector (essential)	A, I
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary (essential)	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 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/informal meeting 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 [beth@doncastermind.org.uk](mailto:beth@doncastermind.org.uk) to arrange a call.**

You don't have to have this phone call or meeting 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: 5pm – 8th May 2024

Interview date: 17<sup>th</sup> May 2024

# What we expect from our people

Our clients and colleagues are 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:** 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.