



# Recruitment Information Pack

Settle Project Outreach worker  
(supporting migrant communities in  
Doncaster, including people with  
refugee status or those seeking  
asylum)

# 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 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!

# Settle Project at Doncaster Mind

With our mission to make sure no one has to face a mental health difficulty alone, we are proud and privileged to be able to support individuals and families from across the world. Our activities provide a safe, respectful space in which people create connections and gain access to overall mental health support and wellbeing. We help to reduce barriers and increase social interaction by offering a sense of belonging to our local community, whilst providing tools to understand the symptoms and causes of the mental health issues being presented, rather than focus on diagnoses with no translation.

Now in its fourth year, our Settle project was originally created to respond to the needs of Ukrainian nationals arriving in Doncaster and continues to support those who have arrived since or are still arriving today. In 2023, we were able to extend this support to the Afghan community. More recently, we brought our communities together and developed our service to support all refugees and people seeking Asylum in the Doncaster area. Now, we are excited to reach across the city and raise awareness of the services we can provide, with a visible presence in the community for people to reach out to for support, regardless of their status, nationality or the length of time they have been resident in our city.

Collaborating with the communities we have supported so far, our support has included a weekly English language practice group which offers the opportunity to augment the required ESOL learning, as well as providing an opportunity to create connections and offers a safe place where those attending can enjoy different activities whilst practicing their spoken English.

Going forward, we will be including a therapeutic element by way of one-to-one therapy as well as group therapy, increasing support for cultural learning and integration and providing support for access to employment.

Our project is well integrated with other organisations supporting refugees and asylum seekers in both Doncaster and the wider region. These include Doncaster Council, Refugee Council, the Ukrainian Centre and Sheffield Refugee Therapy Centre.

Our organisational vision 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

As one of the Outreach workers of our Settle project, you will be a visible presence in our city, actively seeking opportunities to engage and support non-UK nationals who have arrived in Doncaster due to varying circumstances. We are excited to welcome new team members to our organisation, who will have a close interest in, or experience of migration, who understand the barriers individuals face and the impact this may have on their mental health.

Confident, approachable and empathetic, our new Outreach workers will represent our Settle service at community events in each locality, providing a first point of contact for all migrants in Doncaster, without judgement of their status or regard for how recently they arrived in our city. You will engage people where they are and welcome those who have been referred into the service from other support organisations or referrers. You will support the service coordinator to connect those you meet in the community, to our Settle project and other Doncaster Mind services, and help the service coordinator to foster a brave space where people from ethnic minority backgrounds, can come together to not only practice their English, but also learn tools and strategies to support their wellbeing and emotional health.

As well as being pivotal to the success of our Settle project in the community, the Outreach workers will assist the project coordinator in supporting the delivery of our equality, diversity and inclusion plan, and in the development of our ongoing response to health inequalities across all communities in Doncaster.

The ability to engage, support and work with people who may struggle with the English language along with the confidence to positively represent our Settle project in the community, will be essential to the successful fulfilment of this role. Speaking an additional language/s would be considered a bonus!

## Job Description

Job Title:	Settle Project Outreach worker x 2
Hours:	12 hours per week (flexible days/hours)
Salary:	£24,140 per annum, <b>pro rata</b>
Contract:	Fixed term until 31 <sup>st</sup> March 2026 (possibility of extension subject to funding)
Responsible to:	Service Co-Ordinator
Hybrid working	Following successful completion of probationary period, there may be opportunities to work from home as and when the services/organisation allows.
Annual Leave	25 days leave plus an additional 8 bank holidays, rising 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>	To support the service co-ordinator in reaching migrant communities in Doncaster, assisting with service activities to support refugees and people seeking asylum whilst contributing to our long term Equality Diversity & Inclusion plan and health inequalities activities.
Main deliverables:	
<ol style="list-style-type: none"><li>1. Provide a first point of contact for all people seeking asylum or who are refugees in the Doncaster area seeking mental health support.</li><li>2. Promote discussion around mental health &amp; emotional resilience that both new and established residents of Doncaster experience</li><li>3. Facilitate connection with local services and other support organisations.</li><li>4. Actively support the delivery of our EDI action plan and future EDI activities</li><li>5. Assist the project coordinator in supporting the fulfillment of our health inequalities responsibilities in relation to the communities we support.</li></ol>	
Main duties:	

- Introduce and foster a safe and supportive environment where clients can openly discuss their mental health & emotional needs
- Engage clients in their communities and those being referred into Doncaster Mind
- Attend community events & drop ins as directed by the project coordinator
- Assist the project coordinator in supporting project volunteers
- Welcome new clients to the Settle project, conducting introductory 1:1 and supporting to access group sessions.
- Maintain regular contact as directed by the project coordinator
- Recognise and support appropriately, any clients who may present in distress
- Signpost/refer clients who disclose mental health concerns to appropriate services with the support of the project coordinator
- Attend regular project team and whole staff meetings
- Communicate updates and concerns to the project coordinator
- Escalate any safeguarding/crisis concerns to the appropriate agency/manager
- Support development of cross service connections within Doncaster Mind and other external providers by actively promoting weekly sessions and events to the wider Doncaster community.
- Capture feedback regularly
- Work to ensure that Doncaster Mind is embedded within the Doncaster and Yorkshire based refugee & asylum seeker support network
- Develop and nurture partner relationships to benefit the project and enhance service user experience
- Support group sessions to include (but not limited to) room bookings, refreshments, adhoc workshops and external bookings, where required.
- Carry out client assessments of new referrals and ensure our in-house CRM database is up to date
- Produce a brief monthly update for Settle team meeting

General duties



<ul style="list-style-type: none"> <li>Promoting equity in health by working in partnership with individuals and groups that face barriers to good health</li> <li>Acting as an ambassador and represent Doncaster Mind at external functions, events to a minimum of four per year.</li> <li>Being familiar with the Doncaster Mind 'Code of Conduct' and ensure that it is followed at all times both by staff, volunteers and clients.</li> <li>Participating in supervision and internal/external staff development including mandatory training related to the role.</li> <li>Taking responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Gathering and Equality &amp; Diversity requirements are met, and all other Company policies complied with.</li> <li>Attending and contributing to regular team meetings. Ensuring understanding of and compliance with all Doncaster Mind's policies and procedures.</li> <li>Working in alignment with the aims, objectives, and core values of Doncaster Mind.</li> <li>Undertaking any other duties that may from time to time be reasonably required.</li> </ul>	
Working within Doncaster Mind values	
<ul style="list-style-type: none"> <li>Ensure a commitment to quality, working within Doncaster Mind's policies and procedures</li> <li>Actively engaging within supervision</li> <li>Contribute to the wider development of Doncaster Mind</li> <li>Be a champion for mental health</li> <li>Working collaboratively across all Doncaster Mind services to help achieve the strategic vision of the organisation</li> </ul>	
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.	
Essential qualifications:	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), Interview (I), Exercise (E)
Knowledge of or interest in the experiences of refugees & people seeking asylum	A, I
Experience of supporting refugees & people seeking asylum	A, I
Experience of working with people whose first language is not English	A, I
Knowledge and understanding of mental ill health and recovery	A, I
A good understanding of the mental health needs of those who have experienced migration	A, I
Experience of supporting people from minority backgrounds	A, I
Demonstrable experience of working within the community	A, I
Demonstrable experience of working effectively with external organisations/businesses and building networks	A, I
Demonstrable ability to build trust and respect with a variety of audiences	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 and an understanding of attending community events and the processes involved in this activity	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 individuals and organisations at all times	A, I
Significant and demonstrable organisational skills	A, I
Values and Attitudes	
Non-judgmental approach to people	A, I
Positive and conscientious attitude to work	A, I
Positive attitude to change, learning & development	A, I
Empathy for the client group this includes a wide range of people including those with mental health problems, including victims, perpetrators & ex-offenders, those from minority backgrounds and cultures, and those with additional needs.	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.

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 [julie.poland@doncastermind.org.uk](mailto:julie.poland@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. Nb. The Outreach worker role interviews will take place before one of our Settle Project group sessions and may include a request for you to attend the group for a short period (TBC). Our Settle Project group sessions are currently held each Tuesday afternoon between 4pm – 6pm.

Closing date for informal telephone discussions: **5pm 15<sup>th</sup> May 2025**

Closing date for written applications: **5pm 20<sup>th</sup> May 2025**

Interview date: **Tuesday 27<sup>th</sup> May 2025**

# 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:** 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 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 job, 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.