



# Recruitment Information Pack

Wellbeing Navigator

# 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 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!

# Wellbeing at Doncaster Mind

Doncaster Mind is a mental health organisation that provides people experiencing mental health difficulties the support to flourish. We are committed to developing services that are sensitive to individual needs and of measurable benefit to users.

Doncaster Mind promotes positive mental health and wellbeing and provides help and support to those who need it. We have a growing portfolio of community-based services and interventions, both focused on prevention and recovery.

The Wellbeing Service is one of these services and comprises of one-to-one support and group activities which are delivered from our sites both at Doncaster Market Place and at Cavendish Court. We also work in partnership with Changing Lives to deliver elements of the project within the Changing Lives Community Hub and often provide opportunities for engagement in different localities around the Doncaster area, to widen accessibility and inclusion for adults who may otherwise be unable to reach us.

One to one support includes Counselling, Mentoring, and Bereaved by Suicide Counselling.

As part of the Groups element of the service, we offer First Steps workshops giving participants the opportunity to try out what it is like to be in a group environment and learn about all the different options for support within Doncaster Mind so they can make an informed decision.

Groups include:

- Peer Support
- Wellbeing and Activity Groups which are designed around activities that have been proven to improve emotional resilience and mental wellbeing
- Structured courses and workshops reflecting the needs and demands of clients

Together with Changing Lives, Doncaster Mind also facilitates pop-up shops across the city, visiting various corporate or community organisations to raise awareness of the support available for people who don't know where to turn when struggling with their mental health, before potentially reaching crisis point.

The Wellbeing service is part of the wider Crisis Alternative Alliance.

## The Role

We are excited to be looking to recruit a Wellbeing Navigator to join the Wellbeing Team which is part of the Adult Service Provision across Doncaster Mind.

This role sits within the existing Wellbeing Service which is delivered in partnership with Changing Lives. We are looking for an individual who is passionate about supporting people and would like to be part of an organisation that empowers people to support their Wellbeing.

You will be enthusiastic and committed to working with clients to identify and access appropriate support both within Doncaster Mind, the Crisis Alternative Alliance and other providers in the local area. You will have experience of supporting people with their mental health/wellbeing or have your own lived experience and understand the barriers and challenges people with mental ill health face.

The post holder will work with the Wellbeing Team to support the delivery and facilitation of all aspects of the Wellbeing Service which includes both group (Personal Development Courses, Group and Peer Support Groups) and one to one support (Mentoring and funded counselling), and with the Wellbeing Navigator based within Changing Lives, to develop pop up shops to be delivered in community buildings across all four localities of Doncaster, rotating throughout the year. Alongside this the post holder will develop and support delivery of services within under-represented communities.

## Job Description

Job Title:	Wellbeing Navigator
Hours:	22.5 hours per week over 3 days (Mon-Fri)
Salary:	£24,140 <b>pro-rata</b> per annum (based on FTE - 37.5hrs)
Contract:	Permanent
Responsible to:	Wellbeing Coordinator
Responsible for:	No line management responsibilities
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 day bank holidays, rising 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 coordinator to deliver the one to one and group support elements of the Wellbeing Service.
Main deliverables:	
<ol style="list-style-type: none"> <li>1. Support the Wellbeing Coordinator with the delivery and facilitation of the Wellbeing Service</li> <li>2. Support Doncaster Mind service coordinators with Client "First point of contact" through triage and assessments</li> <li>3. Support the volunteers who deliver through the Wellbeing Service.</li> <li>4. Promotion of the Wellbeing Service and the Crisis Alternative Alliance.</li> <li>5. Develop and deliver pop-up shops in the four localities in partnership with the Changing Lives Wellbeing Navigator.</li> </ol>	
Main duties:	
<ul style="list-style-type: none"> <li>• Provide information, guidance and support to clients reaching out to Doncaster Mind.</li> <li>• Triage calls, website contact forms and email enquiries for clients wanting access to services to assess suitability and determine the best support available to them.</li> <li>• Support the Wellbeing coordinator in facilitation of group delivery including the delivery of "First Steps" and Peer support groups</li> <li>• Support the Wellbeing coordinator in facilitating the 1:1 element of the service.</li> <li>• Plan and develop Pop-Up Shops to be based in the four Doncaster localities on a rotational basis – in partnership with the Changing Lives Wellbeing Navigator.</li> </ul>	

- Undertake client assessments for the service
- Support all elements of the service around caseload management and maintain accurate client/volunteer records and contact notes
- Support the Wellbeing coordinator to monitor both client and volunteer progress
- Work with key members of under-represented communities to identify, co-design and co-produce the provision of mental health services and activities in these communities
- Liaise with the Volunteer coordinator to identify volunteer opportunities and gaps within the service
- Assist the volunteer coordinator where needed, to support volunteer training, peer support and enrichment/social/gratitude events.
- Work to identify any barriers to community engagement and take steps to minimise these barriers.
- Support clients at first point of contact, during events, reception rota duties and when referring into other Doncaster Mind services where appropriate.
- Support the coordinator in promoting the Wellbeing Service and the services of the Crisis Alternative Alliance by attending, networking and occasionally presenting at Awareness Events, Sessions and meetings.
- Support volunteers to deliver one-to-one support to clients
- Assess client needs and allocate to appropriate mentors
- Support the Service Manager & Wellbeing coordinator with service development

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 representing 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 ensuring 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.</li> <li>• 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, including working with all members of the community, some of whom are victims, perpetrators &amp; ex-offenders</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 engage 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 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.	
Desirable qualifications:	Clean driving license

## 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 providing or supporting one to one support or group activities	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
Confident in ability to build rapport with a variety of audiences both virtually and face to face	A, I
Knowledge and understanding of mental ill health and recovery	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
Ability to be creative and generate ideas	A, I
Experience in working as part of a Team	A, I
An understanding of the role of training, coaching, counselling and health promotion in supporting people's mental health.	A, I
Experience of attending events for networking/awareness raising	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
Experience of using social media and websites in a professional context to include using Facebook, Twitter, Instagram and Hootsuite.	A, I
The ability to maintain accurate records and procedures, including monitoring requirements, using written and computerised systems	A, I
Awareness of professional boundaries with clients, organisations and companies at all time	A, I
Significant and demonstrable organisational skills	A, I
The ability to travel easily around the Doncaster area	A, I
<b>Values and Attitudes</b>	
Non-judgmental approach to people	A, I
Empathy for the client group which consists of a wide range of people including those with mental health problems, 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 invite you to have a conversation with us 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, and a conversation can give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

You are welcome to email [\*\*Wellbeing@doncastermind.org.uk\*\*](mailto:Wellbeing@doncastermind.org.uk) to book a call with us before you apply and we are happy to talk you through the role, how your skills and experience might fit our job description/the person specification and to complete the application form.

You can also email us on the same address to request an application form if you would rather not book a call first.

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

Closing date for informal telephone discussions: 1<sup>st</sup> August 2025

Closing date for written applications: 11:59pm 13<sup>th</sup> August 2025

Interview date: Thursday 21<sup>st</sup> August 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 like-minded 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 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.
- **Casual uniform:** We want our staff to feel comfortable at work and encourage casual but respectful clothing to be worn.