



Recruitment Information Pack

Services Manager

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 2,150 people who are living with mental health problems.

We have been supporting people in Doncaster for over 46 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 mental ill health alone
- Mental health and physical health are equally important and anyone can experience mental health difficulties
- Everyone deserves access to mental health support tailored to who they are; enabling them to feel listened to and heard
- In constant learning from lived experience, others and our partners
- We play a vital part in the mental health landscape, striving to be agile and open to change, continuously evolving

We value:

Seeing Potential:	appreciating each individual for who and where they are, we use all our skills to tailor support, there is no 'one size fits all'
Making Change:	with passion and determination, we work together by focussing on what is possible, helping individuals and communities move forward
Listening to Learn:	actively hearing the voices of our internal and external communities, we improve and adapt our learning and structures, holding ourselves to account taking ownership of our future
Shared Confidence:	encouraging free flow of ideas and information, we nurture trust gaining a clear sense of where we stand and how to be most effective

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

Services Manager role

Doncaster Mind is a dynamic and responsive organisation committed to improving mental health and wellbeing services for adults, children, and young people aged 11 years and above in Doncaster and the surrounding area. As experts in community-based mental health support, we collaborate with statutory services, local authority and ICB commissioners to integrate our unique services into the local offer. Our ability to quickly implement services in response to events, such as providing support to Ukrainian & Afghan refugees, highlights our agility and responsiveness.

To support our growing organisation and to enable us to create a strong foundation in which our services can flourish and grow we are looking for a passionate and committed individual to manage a number of services across our organisation, including our Wellbeing Service, our Funded Therapy Service, Settle and our newly created Volunteer Support Hub.

The post holder will have experience of providing inspirational leadership to a team of coordinators, staff and wider services whilst also being part of our Senior Leadership Team. They will have experience of working collaboratively with clients and commissioners to create compelling service offers for the people of Doncaster.

The breadth of activity involved and pace of change mean we need someone with a dynamic approach, good prioritisation skills and the ability to transfer their skillset and insight across a range of service areas. In return, this post will provide an exceptional opportunity to work in a small mental health organisation with big ambitions to improve the lives of many. It offers excellent opportunities for the post holder to showcase their abilities and make a difference in a supportive, values based and person-centred charity.

You will be responsible for building effective internal and external relationships to ensure Doncaster Mind's reputation as a credible, reliable, can-do organisation which listens, puts the clients at the centre of our services, and is committed to achieving the best outcomes for that person.

As a key member of the Senior Leadership Team, this role will collaborate closely with our other Services Manager, Business Development Lead and the Quality and Compliance Manager to develop, manage, and deliver commissioned, grant-funded, and income-generating services. This role ensures that all services meet contractual, organisational, and financial obligations, particularly in the context of service delivery. The post holder will also work closely with the CEO to drive the strategic development and operational management of Doncaster Mind, enhancing service delivery standards, expanding our existing services and fostering an inclusive environment that addresses the needs of individuals affected by mental health issues.

Job Description

Job Title:	Service Manager
Hours:	37.5hrs per week
Salary:	£34,314.00 per annum (based on FTE – 37.5hrs)
Contract:	Permanent
Responsible to:	Chief Executive Officer
Responsible for:	The management of Doncaster Mind services and associated staff
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.
Aim of the post:	To take the lead in planning, delivery and development of assigned Mental Health Services across Doncaster Mind.
Main duties:	
<ul style="list-style-type: none"> • Provide direct line management for coordinators in each assigned service • Manage each of the assigned services to ensure quality and consistency with maximum delivery at all times. This will also include contract management and ensuring delivery of outcomes and key performance indicators are achieved. • Identify gaps in services and opportunities for growth and work with the Senior Leadership Team to sustain services • Develop and maintain good links with partner and network organisations. • Contribute to strategic development of Doncaster Mind • Ensure all staff working in the services are appropriately trained and are compliant with organisational and service specific policies, procedures and safeguarding obligations 	

- Oversee recruitment, induction, probation, performance, development and absence of all staff working in the services
- Provide regular supervision to coordinators of services
- Undertake anniversary reviews for staff working in services
- Support in providing an internal and external first point of contact for assigned services
- Ensure services are delivered in line with both the Mind Quality Mark and specific contract requirements
- Undertake regular monthly and quarterly monitoring of information captured across assigned services
- Support regular reporting on assigned services in line with contract requirements and the needs of the organisation
- Work with the Senior Leadership Team to identify opportunities for funding and income generation
- Opportunity to lead on a key focus area across the organisation this could include —Health and Safety, Safeguarding, EDI, Environmental or Wellbeing—supporting best practice, awareness, and staff engagement across the organisation

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 followed at all times 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 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

- 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 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.

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
Significant experience of delivering services to people with a wide range of complex issues
Experience of managing multiple projects or services across a range of delivery methods
Experience of recruitment and management of staff and volunteers
Experience of undertaking accurate and good quality service monitoring
Experience of developing and growing services
Experience of contributing to organisational development at a strategic level
Experience of working with vulnerable individuals and families to make real life positive changes
Knowledge of safeguarding vulnerable adults & children
Understanding how to effectively risk assess service users and to identify deteriorating wellbeing
Experience of working within the voluntary or statutory sector
Understanding of voluntary sector projects, how they are funded, managed, monitored and evaluated
Knowledge of mental health services and pathways
Experience of working with partner organisations at an operational level
Confident in ability to build rapport with a variety of audiences both virtually and face to face
Knowledge and understanding of mental ill health and recovery
Awareness of data protection issues and the ability to work with confidential sensitive information
Experience of working with and managing datasets including developing reports
Practical Skills
Proven ability to work on your own initiative, identifying potential problems and applying the appropriate solution but also working well collaboratively with different teams

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

* 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

You may want to have a conversation about the role before you apply.

Not sure if this is right for you... have a conversation with us?

We know applying for roles can be time consuming, and you may also be worried that your skills and experience might not be a good fit. To book a phone conversation with us before you apply, email Laura Arthur at laura@doncastermind.org.uk to arrange a call. 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 recruitment process.

I know this role is for me and I just want to apply!

If you want to head straight to applying for the role, that's fine too. Just send us your CV and covering letter including the attached form over to us at laura@doncastermind.org.uk

Interview Process...

We know how stressful and anxious time applying for a job can be so we want to be open and transparent about the process we will be carrying out for this role. Once you have submitted your documents, we will compare your details to what we are looking for with our person specification and job description, and if a good fit we will contact you for an interview.

Our interview process for this role will involve:

- Task relevant to the role (no more than 20 minutes)
- Panel interview with CEO, Trustee and Business Development Lead including a 10 minute presentation (What do your first 3 months look like?) this could take up to an hour
- Shorter panel interview with key members of staff (up to 40 minutes)

The above tasks will give you an opportunity to showcase your skills and knowledge in a variety of ways relevant to the role whilst giving us an opportunity to get to know you more. If you have any concerns or questions about this, please do not hesitate to contact us.

Closing date for written applications: Thursday 4th September 25 at 11.59pm

Interview date: 10th & 11th September 25

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 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.
- Casual uniform: We want our staff to feel comfortable at work and encourage casual but respectful clothing to be worn.