



Recruitment Information Pack

Doncaster Mind East Mental
Health Community Connector



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 2427 people who are living with mental health problems.

We have been supporting people in Doncaster for over 47 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.

Our Core Values

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.

Our Beliefs



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

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”

“Thank you Doncaster Mind staff I really couldn't be more grateful for all the amazing work and support you do”

“I wasn't sure what to expect from mentoring but I gained so much from it and my mentor was great.”

“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”

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're proud to celebrate the diversity of our team and actively welcome interest from people of all cultures, backgrounds, and communities across Doncaster. We recognise our responsibility to be a force for good and are committed to being a living example of equality, diversity, and inclusion in action. This means listening deeply, learning continuously, and creating spaces where everyone can thrive.

We look forward to hearing from you!



Mental Health Community Connector at Doncaster Mind

Over the last 3 years we have worked with RDaSH through their Primary Care Mental Health Hubs and have designed, established and delivered a person-centered, trauma informed model (Low Intensity) for our Mental Health Community Connectors in Doncaster, that is unique and has been recognised as having a valuable service in supporting early intervention/prevention mental health support.

This project is also working in partnership with The People Focused Group through the High Intensity Pathway. We have recently reviewed this model in partnership with the RDaSH Primary Care Mental Health Team and are positioned to clearly understand the benefits of a service in which high intensity and low intensity, one-to-one support, group support and specialised support work seamlessly together.

Our model will work with the Primary Care Mental Health Hubs to give support to people who have been identified as needing low intensity support. We will do this by identifying the need and working with the individual to ensure that a wide range of diverse community interventions, models, and methods have been considered. This will ensure that individuals are informed of choices and options and are supported by their own community to enable a positive impact on their mental health and wellbeing. We know that a holistic approach of both a blend of clinical interventions and VCSE community-based support such as social, psychological and self-help strategies enables people to maintain their recovery and are less likely to fall into crisis.

The Role

The Community Connector role is built around two equally important parts: practical, person centred support for individuals, and strong, collaborative partnership working across Doncaster's community landscape.

On one part of the role, our Community Connectors work 1:1 with people referred through the low intensity pathway from the Primary Care Mental Health Hubs who want to access support in their own communities. They support individuals to engage with activities and groups, access services such as supported self-help, wellbeing courses, wellbeing activities, and mentoring both within Doncaster Mind and through external partners. This includes helping people build confidence, strengthen social connections, and take steps toward greater independence.

The other part of the role also includes preventative, community-based work that offers practical, hands-on support to help people navigate everyday challenges. This can mean showing someone where to find help locally, linking them with support closer to home, or encouraging them to ask for help. It may involve sitting alongside them while they make calls or arrange appointments, nurturing communication that strengthens friendships, or accompanying them as they explore Doncaster's community assets. It can also include attending local groups, sharing guidance on staying mentally and physically well, and building positive relationships with organisations across Doncaster's four localities.

Our ability to deliver both halves of this role effectively is rooted in our longstanding, positive relationships with a wide range of community organisations across Doncaster, including Citizens Advice Doncaster, DIAL, Live Inclusive, Aspire, Well Doncaster, Edlington Community Organisation, Changing Lives, Open Minds, AGE UK, South Yorkshire Housing, Working Win, and Cloverleaf Advocacy Service, among many others.

Working within Doncaster Mind and the communities we serve means living our values of inclusivity, respect, and empowerment. Our Community Connectors create safe, welcoming environments where people feel heard, supported, and able to grow. By collaborating closely with local partners and listening to the voices of those with lived experience, we ensure our support is responsive, trauma informed and tailored to the diverse needs of people across Doncaster.

Job Description

Job Title:	Mental Health Community Connector
Hours:	25 hours per week. Days and times to be agreed.
Salary:	£24,912.48 per annum, pro rata based on 37.5hrs FTE
Contract:	Fixed term until December 2026
Responsible to:	Community Connector Coordinator
Responsible for:	No line management responsibilities
Hybrid working	East - This role is predominantly working within the East locality of Doncaster.
Annual Leave	25 days leave plus additional 8-day bank holidays, increasing to 30 days (1 day per year after 3 years of continuous service) to a maximum of 30 days pro rata
Aim of the post:	To work in collaboration with the Primary Care Mental Health Hubs to support people through early intervention, to reduce dependency on clinical mental health services

Main duties:

- Work as part of the established Mental Health Community Connectors service in Doncaster.
- Attend weekly MDT meetings within the Primary Care Mental Health Hubs, contributing to locality-specific insight, and then supporting people referred through MDTs.
- Manage a caseload via SystemOne of people referred through Primary Care Mental Health Hub's MDT's and where availability allows clients through Doncaster Mind's Client Management Information System.
- Support Primary Care staff with duty calls and outreach, offering guidance on community-based interventions.
- Deliver a person-centered, community-focused approach to wellbeing.
- Promote health, wellbeing, and equity by working with clinical and community partners to remove barriers to good health.
- Provide flexible access to social, psychological, and self-help approaches by empowering individuals to take responsibility for and control over their health and lives
- Ensure seamless pathways between PCMH, Community Connectors, and Peer Support Workers.
- Support RDaSH in enabling people to receive the lowest appropriate level of intervention, improving access, and reducing waiting times.

General duties

- Promote equity in health and support individuals facing barriers.
- Provide first-contact support at events, reception duties, and signposting into Doncaster Mind services.
- Represent Doncaster Mind at a minimum of four external events per year.
- Participating in supervision and internal/external staff development including mandatory training related to the role
- 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 & ex-offenders
- Participate in supervision, training, and staff development.
- Ensure compliance with Health & Safety, Safeguarding, Information Governance, and Equality & Diversity.
- Contribute to team meetings and collaborative working across Doncaster Mind.

Working within Doncaster Mind values

- Ensure a commitment to quality, working within Doncaster Mind's Code of Conduct, Team Charter and 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/organisation. If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Desirable

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, and developments you contributed to. Feel free to add photos and videos

Knowledge, Skills, and Experience

Their own lived experience of mental ill health & recovery.

Use lived experience and practical insight to provide hands-on support that builds confidence, encourages engagement in meaningful activities and self-help, and supports people to move toward a fulfilling and connected life.

Have a strong commitment to helping people improve their lives, empowering them to take control of their health and wellbeing whatever their background or needs.

A familiar face in, be known to and be trusted by local communities, organisations and services and possess an exceptional knowledge of the locality

Ability to support people to navigate, engage and connect with local communities and services

Ability to hold welcoming conversations which may be difficult and challenging to ensure quicker access and support for people's needs both in one to one and group settings.

Ability to work safely within the boundaries of their role & know when to seek support and guidance

Have a passion for and a positive attitude to helping others improve their lives, whatever their background or needs by empowering them to take control over their health and lives

Possess knowledge and understanding of the diverse and possibly deprived communities which they will support

Possess an ability to influence and advocate to remove barriers to support

Have a passion and dedication to help shape and improve service.

Experience in working as part of a team

Awareness of Data Protection issues and the ability to work with confidential sensitive information

Practical Skills

Strong interpersonal skills

Excellent verbal skills

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, organisations and companies at all time

Significant and demonstrable organisational skills

Values and Attitudes

Non-judgmental approach to people

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.

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

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 Sharon at sharon.ashley@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. Either head over to our website, where you will find the application and guidance notes which you can download or just send us an email to sharon.ashley@doncastermind.org.uk and we can email these directly over to you.

Interview Process...

This role will be in the format of a group interview with some tasks which will support realistic examples of what the job will entail. The less traditional format of an informal group activity will see you join other prospective applicants to showcase your skills and knowledge in a range of low-key exercises which will be relevant to the role. We know how daunting a panel style interview process is, so this way we get to see you in a more relaxing environment. If you have any concerns or questions about this, please do not hesitate to contact us.

Closing date for written applications: 20.03.26

Interview date: 02.04.26

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 center 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 center 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 with stigmatizing 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. You give your views generously and equally listen to others.

Be prepared to muck in! We're a team and sometimes unexpected things happen. 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 is 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:

- **Flexible working arrangements:** 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.