



Recruitment Information Pack

Mind and Money Matters
Project 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 2706 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 to find 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!

Mind and Money Matters at Doncaster Mind

In partnership with Doncaster Food Banks and DIAL Barnsley, we deliver the Mind and Money Matter Service an integrated, trauma-informed service supporting Doncaster residents facing both financial crisis and mental health challenges to improve both financial resilience and mental wellbeing.

The service provides targeted support to individuals accessing emergency food provision through food banks and to those identified by food bank staff as being at risk of destitution. A core element of the offer is proactive engagement with the income maximisation advice and specialist casework provided by DIAL Barnsley, ensuring that individuals are supported, where appropriate, to access and remain engaged with debt advice and benefits support.

People who rely on food banks often experience significant complexity, including accumulated trauma, financial hardship, and unrecognised or unmet mental health needs. Mind and Money Matters responds by stabilising immediate crises while identifying mental health risks and supporting individuals into appropriate recovery focused pathways. This integrated approach recognises that addressing mental health in isolation has limited impact when fundamental needs such as food security, stable housing, and financial safety are unmet.

The purpose of the project is to reduce acute financial and social stressors, improve emotional resilience, and build longer-term financial capability. By equipping people with the skills, support, and advice needed to manage both current challenges and future financial challenges, the service aims to reduce repeat crisis presentations, dependency on emergency support, and escalation to community services, supporting individuals to regain stability, independence, and wellbeing.

The Role

Doncaster Mind is seeking a compassionate and proactive Low Intensity Pathway Practitioner to join our Mind and Money Matters service, delivering early, preventative support at the intersection of mental health and financial wellbeing.

You will provide brief, focused interventions (1–3 sessions) to people experiencing financial distress, emotional strain linked to poverty, or emerging mental health concerns. Working across Doncaster foodbanks and community settings, you will offer stabilisation, emotional containment, practical problem solving and onward navigation through a person-centered, trauma-informed, “no wrong door” approach.

This role forms part of a stepped care model, working alongside the Project Lead as and when required to support people needing sustained or complex input. You will play a key role in triage, assessment and stepping decisions, ensuring people receive the right level of support at the right time and preventing unnecessary escalation into crisis services, whilst also providing support to the Project Lead as and when required.

Alongside one-to-one support, you will contribute to low intensity groups and prevention activities, including financial resilience, coping strategies and confidence-building. Strong partnership working is essential, with warm handovers to internal services and external partners such as advice and benefits providers.

This is an ideal role for someone who thrives in fast-paced, community-based environments, values clear boundaries and purposeful intervention, and is committed to dignity, inclusion and early support.

Join Doncaster Mind and help people stabilise, rebuild confidence, and move forward before crisis escalates

Job Description

Job Title:	Mind and Money Matters Project Coach
Hours:	25 hours per week. Days to be discussed.
Salary:	£25,929.00 per annum, pro rata based on 37.5hrs FTE
Contract:	Fixed term until April 2027
Responsible to:	Services Manager
Responsible for:	No line management responsibilities
Area of work	This role will be across all localities 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 provide timely, low-intensity support that stabilises individuals, prevents crisis, and builds resilience through effective triage, community engagement, and partnership working.
Key objectives:	
<ul style="list-style-type: none"> • Deliver timely, low-intensity support (1–3 sessions) to stabilise individuals experiencing financial and emotional distress and prevent escalation into crisis. • Ensure effective triage and stepping decisions, providing the right support at the right time through a clear low- and high-intensity pathway. • Increase access and engagement by maintaining a visible, responsive presence across Doncaster foodbanks and community settings. • Build resilience and independence through brief interventions, practical problem-solving and low-intensity group or life-skills activity. • Contribute to positive outcomes and service quality, through partnership working, accurate recording, safeguarding practice and continuous learning. 	

Main duties:

- Deliver low-intensity mental health and financial resilience support (1–3 sessions) to individuals experiencing distress linked to poverty or emerging mental health needs.
- Provide emotional containment, stabilisation and practical problem-solving using person-centred, trauma-informed and motivational approaches.
- Undertake triage and initial assessments at foodbanks, Doncaster Mind’s First Point of Contact and community settings.
- Make clear stepping decisions and complete warm handovers to the High Intensity Coach when needs escalate.
- Deliver onsite support across four Doncaster foodbanks, maintaining a visible, accessible and responsive presence.
- Support the delivery of low intensity groups and life skills activities, including financial literacy, coping strategies, and confidence building.
- Provide navigation and referrals to internal services and external partners, supporting people to overcome barriers such as anxiety or digital exclusion.
- Work collaboratively with foodbanks, partners and colleagues to ensure effective service coordination and continuity, including holiday and sickness cover.
- Maintain accurate and timely case records, including outcomes, session counts and step-up or step-down decisions.
- Contribute to service learning, continuous improvement and safeguarding practice, in line with Doncaster Mind policies, values and procedures.
- Support the Project Coach and when required including any sickness or annual leave cover.

General duties

- Promoting equity in health by working in partnership with individuals and groups that face barriers to good health
- Supporting clients at first point of contact including at events and during reception rota duties and into other Doncaster Mind services
- 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 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, including working with all members of the community some of whom are victims, perpetrators & ex-offenders
- 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 Values, 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	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Their own lived experience of mental ill health & recovery	A
Ability to use lived experience and knowledge to offer practical support and help people to attend and engage in meaningful activities and self-help to live a long and fulfilling life	A
A familiar face in, be known to and be trusted by local communities, organisations and services and possess an exceptional knowledge of the locality in which they live and work	A
Ability to support people to navigate, engage and connect with local communities and services	A
Ability to hold welcoming conversations which may be difficult and challenging to ensure quicker access and support for people's needs	A
Ability to work safely within the boundaries of their role & know when to seek support and guidance	A
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	A
Possess knowledge and understanding of the diverse and possibly deprived communities which they will support	A
Possess an ability to influence and advocate to remove barriers to support	A
Have a passion and dedication to help shape and improve service.	A
Experience in working as part of a team	A
Awareness of Data Protection issues and the ability to work with confidential sensitive information	A

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

*** 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 Don McLellan at don@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 don@doncastermind.org.uk and we can email these directly over to you.

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:

- A panel interview. The panel will usually include two members of staff and either a volunteer or someone with lived experience.
- The interview is designed to be a relaxed conversation that helps us get to know you better. We'll ask between 7 - 10 questions about your experience, skills, and how you approach your work, as well as how you align with our values.
- All candidates will be asked the same key questions to keep the process fair.

There will be time for you to ask questions too, and we'll be happy to talk more about the role, the team, and the organisation.

Interview date: To be agreed

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 from 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. 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 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.