



Recruitment Information Pack

Rise Therapy Volunteer Team
Assistant



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 volunteering with us!

Applying for a role can be a big step for a whole range of reasons and we want to make Doncaster Mind a potential option for as wide a range of people as possible. A diverse 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!

About Rise Therapy

Rise Therapy Service is the professional therapy and workforce wellbeing service delivered by Doncaster Mind.

Created in response to growing demand for mental health support locally, Rise was developed to provide accessible, high-quality therapy and wellbeing support for individuals, families and organisations across Doncaster.

Alongside the wider free services Doncaster Mind provides, Rise offers paid-for therapy and workforce support designed to help people access support earlier, before difficulties reach crisis point.

Rise brings together qualified, experienced therapists and facilitators from a range of professional and personal backgrounds, creating a service that is professional, human and responsive to people's individual needs.

As part of Doncaster Mind, Rise is rooted in almost 50 years of local mental health support and community understanding. We recognise that mental health is shaped by many different experiences and pressures, including work, relationships, housing, finances and wider life challenges.

What makes Rise different is that it operates as a not-for-profit service. Income generated through Rise is reinvested back into Doncaster Mind's wider work, helping strengthen free mental health support across the community and reduce barriers to accessing help.

At the heart of Rise is a simple belief: that acting earlier can change what happens next.

Why This Role Matters

To support the continued development of our Rise Therapy service, we are excited to be recruiting a Volunteer Team Assistant.

This role will support the smooth running, promotion and ongoing development of Rise, working alongside the Rise Co-ordinator and wider Doncaster Mind team. The volunteer will help contribute to a welcoming, organised and professional service for clients, community partners and organisations.

The role is varied and will include supporting communication with our clients, day-to-day administration, helping maintain promotional activity across digital and community channels and supporting outreach activity across Doncaster.

We are looking for someone who is organised, approachable and interested in mental health and community wellbeing. This role would suit someone looking to gain experience within a mental health charity, therapy service, community engagement or communications-focused environment.

The successful volunteer will have the opportunity to contribute to a developing service while building confidence, experience and transferable skills within a supportive team environment.

We are particularly keen to hear from people who are:

- confident communicating with a range of people
- comfortable using social media and digital platforms
- proactive and willing to support a variety of tasks
- interested in helping people access support earlier

The role will also contribute to the wider objectives of Doncaster Mind, helping us continue to strengthen local mental health support and ensure that no-one has to face a mental health difficulty alone.

The Role

The aim of this role is to support the smooth running, promotion and development of the Rise Therapy service by assisting with administration, community engagement and promotional activity.

Our volunteer will help create a welcoming, organised and professional experience for clients and external partners while contributing to the wider work of Doncaster Mind. Key duties include:

Service support

- Supporting the Rise Co-ordinator with administrative tasks
- Assisting with appointment and enquiry management
- Preparing therapy rooms and materials
- Supporting the organisation of promotional resources
- Assisting with feedback collection and data input

Promotion & engagement

- Supporting social media activity
- Assisting with website/news content updates
- Helping distribute posters and leaflets across Doncaster
- Supporting outreach to community venues and organisations
- Attending occasional events and awareness activities

Client experience

- Helping maintain a calm and welcoming environment
- Supporting reception and visitor experience where appropriate
- Preparing small client experience materials/resources

General

- Working in line with Doncaster Mind values
- Maintaining confidentiality
- Participating in supervision and training
- Supporting the wider aims of Rise and Doncaster Mind

This role may particularly suit:

- Students or graduates interested in mental health, psychology, counselling, communications or community work
- Individuals looking to build confidence and transferable skills
- People considering future employment or training within health, wellbeing or voluntary sector roles
- Individuals wanting to make a meaningful contribution to their local community

What Volunteers Can Gain From this Role

Volunteering with Rise offers the opportunity to contribute to meaningful local mental health support while developing valuable experience and transferable skills within a supportive environment.

As a Volunteer Therapy Service Assistant, you will gain insight into how a modern community-based therapy service operates and how early support can make a difference to people's lives.

Depending on your interests and strengths, this role may help you develop experience in:

- Mental health and wellbeing services
- Community engagement and outreach
- Social media and digital promotion
- Service co-ordination and administration
- Professional communication skills
- Working within a confidential and values-led organisation
- Building confidence in working with a wide range of people

You will also have the opportunity to:

- Work alongside experienced mental health professionals and service co-ordinators
- Contribute ideas and support the development of a growing service
- Gain experience that may support future employment, study or volunteering opportunities
- Be part of a friendly and supportive team environment
- Make a positive contribution to mental health support within the Doncaster community

We recognise that people volunteer for different reasons. Whether you are looking to gain experience, build confidence, explore a future career path or simply contribute to your local community, we aim to provide a welcoming and meaningful volunteering experience.

Person Specification

We recognise that people may bring different experiences, backgrounds and strengths to this role. We encourage applications from individuals who are passionate about mental health, community wellbeing and supporting people to access help earlier.

You do not need previous experience within mental health services to apply, although an interest in the area and willingness to learn are important.

Knowledge, Skills and Experience

Essential

- Good communication and interpersonal skills
- Friendly, approachable and professional manner
- Ability to work respectfully with a wide range of people and communities
- Organised and reliable approach to tasks
- Comfortable using email, Microsoft Office and basic digital platforms
- Ability to maintain confidentiality and professional boundaries
- Willingness to undertake a variety of tasks to support the service
- Ability to work independently as well as part of a team
- Interest in mental health, wellbeing and community support
- Willingness to learn and take guidance from staff
- Understanding of the importance of equality, inclusion and non-judgemental practice

Desirable

- Experience of volunteering, customer service, administration or community engagement
- Experience using social media platforms such as Facebook, Instagram or LinkedIn
- Interest in communications, marketing or digital content
- Experience engaging with members of the public face-to-face
- Awareness of mental health or wellbeing issues
- Experience supporting events, campaigns or promotional activity
- Confidence speaking with organisations or community venues
- Interest in therapy, psychology, counselling or community development

Practical Skills

- Good written and verbal communication skills, with attention to detail
- Ability to manage time and prioritise tasks appropriately
- Ability to use initiative appropriately
- Confidence supporting both digital and in-person activities
- Ability to adapt to changing priorities within a developing service

Values and Attitudes

We are particularly looking for someone who:

- Has a warm, non-judgemental and compassionate approach
- Values diversity and treats people with dignity and respect
- Is enthusiastic about supporting local mental health services
- Understands the importance of professional boundaries
- Is willing to contribute positively to a team environment
- Is open to feedback, learning and development
- Shares the values and aims of Doncaster Mind

Support and training offered

We want our volunteers to feel welcomed, supported and confident within their role.

As part of the Rise and Doncaster Mind team, volunteers will receive an introduction and induction to the organisation, including an overview of our services, values and approach to mental health support.

Volunteers will receive:

- A structured induction into the role and service
- Ongoing support from the Rise Co-ordinator and wider team
- Regular check-ins and opportunities to discuss development and learning
- Guidance around professional boundaries, confidentiality and safeguarding
- Opportunities to shadow and learn from experienced staff where appropriate
- Access to relevant internal training linked to the role

Depending on the role and areas of interest, our volunteer may also have opportunities to develop knowledge and skills in:

- Mental health awareness
- Community engagement and promotion
- Social media and digital communication
- Service administration and co-ordination
- Working within a professional mental health setting

We recognise the importance of wellbeing within volunteering and aim to create a supportive environment where volunteers feel able to ask questions, develop confidence and contribute at a pace that feels manageable and appropriate.

Volunteers will be supported to understand the boundaries of their role and will never be expected to provide therapeutic support or work beyond their level of experience or training.

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 the team at team@risetherapy.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 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 team@risetherapy.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 team members 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 team members.

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!