



Recruitment Information Pack

Deputy Manager – Recovery and Complex Needs



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.

We are committed to supporting our employees and creating a positive workplace culture. In return, we expect our staff to deliver high-quality services, meet agreed objectives and contribute positively to achieving the best outcomes for the people we support.

Working in mental health and wellbeing services is rewarding and purposeful. It can also be challenging. Staff may work alongside people experiencing distress, trauma, isolation, crisis or complex life circumstances. Success in this role requires compassion, resilience, professional boundaries, accountability and a commitment to continuous learning.

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!

Doncaster Mind's Pathway Model

At the heart of our work is a simple belief: **no one should have to face mental health challenges alone**. As demand for mental health and wellbeing support continues to increase, Doncaster Mind is evolving the way services are delivered to ensure people can access the right support at the right time. As part of this development, we are implementing a new pathway-based model, designed to improve access, strengthen service integration and create clearer journeys for the people and communities we support.

Our pathway model brings together services that share common aims and outcomes, reducing barriers between individual projects and creating a more coordinated, person-centred approach. Rather than viewing support as a collection of separate services, we are organising our work around people's needs, enabling smoother transitions between different types and levels of support as circumstances change.

A key driver for this change is our commitment to providing **earlier support and intervention**. We recognise that many people experience challenges such as social isolation, financial pressures, housing difficulties, workplace stress or emerging mental health concerns long before they meet the threshold for specialist services. Our pathway approach enables us to respond earlier, helping people access practical, emotional and community-based support before difficulties escalate.

Recovery and Complex Needs Pathway (Level 2)

At the heart of our work is a simple belief: no one should have to face mental health challenges alone. As part of our pathway model, the Recovery & Complex Needs Pathway (Level 2) provides focused support for individuals experiencing more complex circumstances, multiple disadvantages or increased levels of vulnerability.

The pathway supports people who may be experiencing significant mental health challenges, financial hardship, housing difficulties, social complexity, repeat service use, or barriers that require more intensive and coordinated support. Through person-centred, trauma-informed approaches, we work alongside individuals to improve wellbeing, increase independence, strengthen resilience and support long-term recovery.

Our services are designed to provide practical, emotional and coordinated support, helping people navigate complex systems, access appropriate services and overcome barriers that may be impacting their wellbeing and quality of life. We recognise that recovery looks different for everyone, and our role is to support people to achieve outcomes that are meaningful to them.

How Level 1 and Level 2 Pathways Work Together

A key strength of Doncaster Mind's pathway model is the close relationship between our Level 1 Early Support & Community Wellbeing Pathway and our Level 2 Recovery & Complex Needs Pathway. The pathways are designed to work seamlessly together, ensuring people can access the right level of support at the right time and move between pathways as their needs change.

The Level 1 Pathway focuses on prevention, early intervention, wellbeing, community connection and building resilience. It supports people who may be experiencing emerging challenges, social isolation, low wellbeing, life pressures or other difficulties that could impact their mental health if left unaddressed.

Through timely support, information, mentoring, wellbeing activities, navigation and community-based services, Level 1 aims to prevent escalation and help people maintain their independence and wellbeing.

The Level 2 Pathway supports individuals experiencing more complex circumstances, multiple disadvantages or increased levels of vulnerability. This may include people experiencing significant mental health challenges, financial hardship, housing difficulties, social complexity, repeat service use or barriers that require more intensive and coordinated support.

Whilst each pathway has a distinct focus, they are not separate systems. Staff across both pathways work collaboratively to ensure people experience a coordinated journey through Doncaster Mind's services. Individuals may move from Level 1 into Level 2 when additional support is required, and equally may transition from Level 2 back into Level 1 services as their circumstances stabilise and they focus on maintaining recovery, building confidence and strengthening community connections.

This flexible approach helps ensure people are not left without support when their needs change. Through regular communication, shared planning and coordinated referral processes, both pathways work together to provide continuity, reduce barriers and improve outcomes for the people we support.

At the centre of this model is our commitment to ensuring that people are supported as individuals rather than as referrals into isolated services. By creating clear pathways and stronger connections between teams, Doncaster Mind can provide a more responsive, accessible and person-centred approach that promotes earlier intervention, prevents escalation wherever possible and supports long-term wellbeing and recovery.

Working Together for Better Outcomes

A central part of our pathway model is partnership working. We recognise that achieving the best outcomes for people requires strong relationships between community organisations, statutory services, education providers, employers and voluntary sector partners. By working collaboratively, we can provide more joined-up support, improve referral pathways and help ensure people receive the right help at the right time.

As we continue to develop and embed our pathway model, we are committed to listening to the experiences of those who use our services, our partners and our communities. This will enable us to continuously improve, respond to changing needs and ensure Doncaster Mind remains a trusted, accessible and effective source of support for people across Doncaster.

Deputy Manager – Recovery and Complex Needs

The Deputy Manager for the Recovery & Complex Needs Pathway will provide operational leadership across a range of services that support individuals experiencing significant mental health challenges, multiple disadvantages and complex life circumstances. This pathway brings together services that share a common focus on recovery, resilience, stability and improving long-term outcomes for people facing higher levels of need.

The pathway includes services such as Mental Health Navigation, Complex Needs Navigation, Employment Support, Housing Related Support, Peer Support and other recovery-focused interventions designed to help people overcome barriers, build independence and improve their wellbeing. Many of the individuals accessing these services may be experiencing a combination of mental ill health, financial hardship, unemployment, housing difficulties, social isolation, safeguarding concerns or other factors that impact on their ability to achieve and sustain positive outcomes.

Working closely with the Recovery and Complex Needs Manager, the post holder will be responsible for the day-to-day management, quality, performance and development of the Level 2 Pathway, ensuring services remain safe, effective, person-centred and responsive to the needs of the communities we serve. They will provide leadership, supervision and support to practitioners, support workers, peer workers, facilitators and volunteers, creating a positive and high-performing culture focused on delivering meaningful and lasting change for beneficiaries.

A key aspect of the role is ensuring individuals are able to access coordinated and integrated support across Doncaster Mind and partner organisations. The Deputy Manager will work closely with internal services, statutory agencies and community partners to improve pathways into support, strengthen partnership working and ensure people receive the right intervention at the right time. This includes supporting effective transitions between the Early Support & Community Wellbeing Pathway (Level 1) and the Recovery & Complex Needs Pathway (Level 2), helping to provide continuity and reduce barriers to support.

The role will provide operational oversight of safeguarding practice, risk management, service quality, contractual performance and outcome delivery. The post holder will use data, quality assurance processes, stakeholder feedback and lived experience insights to drive continuous improvement and ensure services achieve positive outcomes whilst meeting organisational and commissioner expectations.

Alongside operational leadership responsibilities, the Deputy Manager will contribute to the ongoing strategic development of the organisation by identifying emerging needs, supporting service innovation, strengthening partnership opportunities and helping shape future provision across the Recovery & Complex Needs Pathway. They will provide operational intelligence and insight from staff, volunteers, beneficiaries and partners to inform planning, growth and service development.

Through visible leadership, a commitment to Doncaster Mind's values and a focus on both support and accountability, the Deputy Manager will play a key role in helping individuals navigate complexity, build on their strengths, achieve recovery goals and improve their overall quality of life.

What This Role Is Really Like

This role combines leadership, service management and people development. Alongside supporting staff and service delivery you will:

- Monitor performance data and contractual outcomes.
- Review service quality and compliance information.
- Manage competing operational priorities.
- Respond to safeguarding and risk concerns.
- Support staff working with people experiencing distress and complex circumstances.
- Contribute to reports, audits and funding requirements.
- Attend partnership meetings and represent Doncaster Mind externally.

There will be periods of high demand and competing priorities. We therefore look for people who can balance compassion with resilience and maintain high professional standards.

Job Description

Job Title:	Deputy Manager – Recovery and Complex Needs
Hours:	37.5 hours per week
Salary:	£30,798.77 per annum, pro-rata based on 37.5hrs FTE
Contract:	Permanent
Responsible to:	Manager – Recovery and Complex Needs
Responsible for:	Operational line management and support of Practitioners, Support Workers, Facilitators and Volunteers working within the Level 2 Pathway, alongside the Recovery and Complex Needs Manager.
Working Location	This role is office based in Doncaster City Centre however you may be required to work across Doncaster subject to Pathways needs.
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 support the operational management, development and performance of one or more pathways at Doncaster Mind, ensuring safe, effective and person-centred delivery that achieves positive outcomes for the people we support, whilst contributing to the strategic development and future direction of the organisation alongside the Senior Leadership Team.
Main deliverables:	
• Support the effective leadership, performance and development of the Recovery and Complex Needs (Level 2) Pathway. • Lead and support staff, volunteers and facilitators to deliver safe, high-quality, trauma informed and person-centred services. • Ensure positive client outcomes through effective pathway navigation, case coordination, pathway navigation, risk management and partnership working. • Monitor quality, performance and contractual requirements, supporting continuous improvement across the pathway. • Contribute to the strategic development of Doncaster Mind and the ongoing implementation of the pathway model and services that improve recovery, resilience, independence and wellbeing for people experiencing complex needs.	
Main duties:	

Leadership and Operational Management

- Support the day-to-day leadership, management and development of the Recovery and Complex Needs Pathway (Level 2).
- Provide direct line management, supervision and support to pathway staff helping them to manage complex cases, safeguarding concerns, risk management including crisis presentations and individuals experiencing multiple disadvantages.
- Support service planning, workforce allocation and prioritisation of resources across the pathway.
- Support recruitment, induction, performance management and workforce development activities.
- Ensure pathway services are delivered safely, effectively and in line with organisational policies and procedures.
- Promote trauma-informed, recovery-focused and strengths-based approaches across all services.

Pathway Delivery, Performance and Development

- Ensure pathway services remain accessible, responsive and focused on recovery, resilience, stability and long-term outcomes for people experiencing complex needs.
- Monitor pathway performance including any KPI's, outcomes, quality standards and contractual requirements.
- Maintain accurate records and reporting systems and support audits, evaluations and quality reviews.
- Promote safeguarding, health and safety, information governance and best practice across all services

Partnership Working and Pathway Integration

- Develop and maintain productive relationships with community, statutory, health and voluntary sector partners.
- Support multi-agency approaches to managing risk and achieving positive outcomes for clients.
- Represent Doncaster Mind at meetings, forums and community events.
- Work collaboratively with colleagues across Level 1 and Level 2 pathways to ensure smooth transitions and coordinated support for clients.
- Promote a whole-pathway approach that places individuals at the centre of delivery.

Service Improvement and Strategic Development

- Identify opportunities for pathway and service improvement, innovation and growth.
- Support the implementation and continuous development of Doncaster Mind's pathway model including new initiatives and projects.
- Contribute operational insight, pathway intelligence and feedback from staff, clients and partners to inform organisational planning, service development and strategic decision-making.
- Work alongside the Service Manager and Senior Leadership Team on organisational priorities, projects and change initiatives.

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 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

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. We welcome examples from employment, volunteering, education, projects, lived experience and community involvement.

Knowledge, Skills and Experience	Assessment Method
Experience of leading, coordinating or managing services, projects or teams within health, wellbeing, community, voluntary or related sectors	A, I
Experience of line management, supervision or supporting the development of staff and/or volunteers	A, I
Experience of monitoring performance, outcomes, KPIs or service quality standards	A, I
Experience of workforce planning, resource allocation or managing competing priorities	A, I
Experience of developing and maintaining effective partnerships with a range of stakeholders	A, I
Experience of service development, improvement, innovation or implementing change	A, I
Experience of contributing to organisational projects, strategic priorities or service planning	A, I
Knowledge and understanding of mental health, wellbeing and recovery approaches	A, I
Understanding of prevention, early intervention and community-based support models	A, I
Knowledge of safeguarding adults and children and ability to apply safeguarding principles in practice	A, I
Understanding of equality, diversity, inclusion and health inequalities	A, I
Experience of collecting, analysing and reporting information to support service performance	A, I
Experience of working collaboratively across teams, services or organisations	A, I
Understanding of the role of navigation, signposting and referral pathways in supporting positive outcomes	A, I
Knowledge of the voluntary, community, statutory or mental health sector	A, I

Practical Skills	Assessment Method
Strong leadership, organisational and interpersonal skills	A, I
Ability to motivate, support and develop others	A, I
Excellent verbal and written communication skills	A, I
Ability to build rapport and credibility with a wide range of audiences	A, I
Ability to manage competing demands and prioritise effectively	A, I
Ability to work independently whilst contributing positively to a wider management team	A, I
Ability to analyse information, identify trends and make recommendations	A, I
Ability to work under pressure and meet deadlines	A, I

Confident use of Microsoft Office packages, databases and reporting systems	A, I
Ability to maintain professional boundaries and confidentiality at all times	A, I

Values and Attitudes	Assessment Method
Commitment to the values, aims and objectives of Doncaster Mind	A, I
Passion for improving mental health and wellbeing outcomes	A, I
Non-judgemental and inclusive approach to working with people	A, I
Commitment to equity, diversity and inclusion	A, I
Positive attitude towards learning, development and continuous improvement	A, I
Collaborative approach to working across teams and services	A, I
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, I
Resilient, adaptable and solution-focused approach	A, I
Commitment to maintaining high standards of quality, professionalism and accountability	A, I
Willingness to work flexibly where required to meet service needs	A, I

Desirable Criteria	Assessment Method
Experience of managing services across more than one project or delivery area	A, I
Experience of working within commissioned, grant-funded or contract-funded services	A, I
Experience of supporting organisational change or service transformation	A, I
Knowledge of Doncaster's mental health, wellbeing and community support landscape	A, I
Full UK driving licence and access to transport for work purposes	A, I

Assessment Method Key:

A = Application

I = Interview

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:

- Task relevant to the role (no more than 20 minutes)
- Panel interview with CEO, Pathway Manager (Service Manager) and Business Development Lead including a 10 minute presentation on "Leading Recovery and Complex Needs Services through Compassion, Accountability and Partnership" including this being aligned with our core values. This stage will likely take up to an hour.

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: Sunday 11th October 2026 at midnight

Interview date: 14th, 15th or 16th October 2026

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' stigmatizing views in a gentle and non-judgmental way.

Be open and transparent: You're honest with our clients and staff 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!

Positive Contribution to Team Culture: We believe the best outcomes for the people we support are achieved when colleagues work together in a positive, respectful and supportive way. We expect all of our people to contribute to a culture where individuals feel valued, included and able to do their best work. This means being approachable, collaborating with others, sharing knowledge and experience, celebrating successes and supporting colleagues through challenges. We encourage open and honest communication, constructive feedback and a willingness to work together to find solutions. As part of the Doncaster Mind team, you will play an active role in creating an environment built on trust, respect, shared responsibility and our core values.

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. We offer a range of benefits:

- **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.
- **Wellbeing support:** We know that working in mental health services can be both rewarding and challenging. We are committed to supporting the wellbeing of our staff through regular supervision, supportive management, wellbeing initiatives throughout the year, and opportunities for reflection, learning and development. We also bring colleagues together through regular staff wellbeing support including our annual staff away day, providing dedicated time to connect, celebrate achievements and contribute to the future development of the organisation. We encourage people to seek support when they need it and to prioritise their own wellbeing.
- **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.
- **Flexible working arrangements:** We understand that flexibility can support wellbeing, work-life balance and individual circumstances. Wherever possible, we will take a flexible and supportive approach to working arrangements. However, any flexibility must be balanced with the needs of the service, our teams and the people we support. We are committed to finding solutions that work for everyone whilst ensuring high-quality services continue to be delivered.
- **Casual uniform:** We want our staff to feel comfortable at work and encourage casual but respectful clothing to be worn.