

want to be a part of something fantastic?

Shape Change

in mental health

open door 

Head of Services



About the Charity

Open Door are one of Merseyside's most dynamic and progressive independent charities committed to shaping change in Mental Health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as a catalyst for change. All our opportunities are free of charge and we have no waiting lists for any of our experiences; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. We cater for modern young people and try to offer the most engaging and versatile package enabling choice, at odds with conventional services.

We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals in Wirral through to better times. We have two main sites in Birkenhead and over the past 9 years, have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of its kind in the UK (recently awarded Queens Award for Voluntary Service in 2019 Honours List and the Investing In Volunteers Chartermark in 2020).

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space for people to come to Bloom Building and Coffee where we offer hot desking, workshops and tenancies. We have an art gallery, an eclectic events programme and a network of cultural and health partners who work hand-in-hand with Open Door to co-create a vibrant and appealing programme of activities for new and existing Members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- ❖ Human
- ❖ Fire
- ❖ Visionary
- ❖ Professionalism



Open Door Charity, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ
0151 639 4545 / info@opendoorcharity.com / Registered Charity No. 1151421



Open Door Charity, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ
0151 639 4545 / info@opendoorcharity.com / Registered Charity No. 1151421

Impact

We have over 200 beneficiaries accessing our service per week across all our projects. Our bespoke therapeutic intervention 'Bazaar – A Market Place for the Mind', supports 170 young people and young adults per week. This therapeutic intervention is delivered by our all-important peer mentors. We currently have a team of 80 peer mentors, making us one of the biggest community-led organisations on Wirral. 86% of our members said their life would be worse off if it wasn't for Open Door and 100% of members said the local area would be negatively affected without Open Door Charity.

We supported more than 800 people this year and have been able to respond to the current mental health crisis with innovation and courage. Our average reduction of symptoms in anxiety and depression outcomes are 50% by the end of the 8-session programme and suicidal ideation also significantly reduces on average by 80%. In addition to this, we have supported over 120 families in the past 9 months through a commissioned contract providing early help support and preventing escalation into higher-level statutory services.

We have approximately engaged 7000 members of the public in our outreach projects, events, gigs, film nights, art workshops, comedy nights and the gallery space throughout the year.

Our Future

Open Door has been through a significant period of development over the past two years; we've taken on new projects and commissions supporting families and children growing up in care, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. As we have grown to become a bigger charity, we are now at a stage where we need to recruit several posts to fulfil our leadership team function to provide oversight and accountability for our growing portfolio of work. Now is an instrumental time in our journey as we approach our ten-year anniversary to welcome new talent to one of the most innovative and creative places to work.





Role:

Head of Services

Type:

Full-time

Reports to:

Charity Director

Salary:

£30,000-£35,000

Other Benefits:

25 days annual leave (plus Bank Holiday's)

£20 per month wellbeing budget

Opportunity to take part in additional wellbeing activities including 'Away Days' and weekly staff yoga



Open Door Charity, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ
0151 639 4545 / info@opendoorcharity.com / Registered Charity No. 1151421

General purpose of role:

The Head of Services is a newly created role at Open Door to ensure consistency across our main projects and have overall accountability for the delivery of our work.

The Head of Services will oversee four areas of work including our core therapeutic offer, our family support department, our innovative Looked After Children support offer, 'oomoo' and oversight of some of our smaller, short-term therapeutic projects. Key to this will be the day-to-day management and leadership of 4 project leads associated with these areas.

This comes at a time when we have undergone an important period of growth responding to the rising need of mental health support. The role will be based across our two main sites, Bloom Building and Luft.

It is a key part of the role for the appointed candidate to have an active presence liaising and working with different stakeholders internally and externally to the organisation and providing the Charity Director with appropriate updates with regards to operations and delivery of work. Also, crucially to have a 'solutions' focus; troubleshooting issues, addressing concerns at the earliest possible stage and identifying opportunities early.

Essential duties:

- Key leadership function of ODC
- Ensure consistency: quality and impact across responsible service areas
- Overseeing engagement, attendance and capacity across main project portfolio
- Overseeing and ultimately accountable for the membership journey through the Charity
- Public-facing representative from leadership team to learn from mentors, public and charity members. Disseminate information to senior management for strategic review and to inform Board of Trustees
- Meeting with certain stakeholders/ partner organisations in terms of developing referral pathways and growing relationships.
- Manage a team of project leads – Oversee their performance, setting KPI's, training / development, PDP reviews and troubleshooting project problems
- Involved in project and service design alongside senior leadership team
- Ultimately responsible for member and mentor experience in line with culture and alignment to charity strategy via management of the Therapeutics Lead.



Essential Duties Cont.

- Deal with high level organisational concerns or complaints and resolving these appropriately in line with organisational policies
- Safeguarding responsibility for projects managed
- Oversee running and implementation of funded projects
- Understanding of key issues of projects and able to adapt to these
- Ongoing and growing local knowledge of services and where to signpost members of the public/ members.
- Complete necessary training as part of role which may include courses necessary to effectively develop within role
- Supporting development of new initiatives, project improvements and organisational policies / procedures
- High level oversight and understanding of CRM system
- Attending relevant meetings regarding service delivery internally and with external partners
- Mitigate project risk

Candidate requirements:

Essential (E) / Favourable (F)

- Able to build a good rapport with all members, volunteers and staff (E)
- Able to manage people, their performance and ensure compliance with organisational values (E)
- Must demonstrate compassion, empathy and a non-judgmental approach to all (E)
- Experience of working in a mental health service/ similar charity setting (E)
- Able to fully satisfy our core values: Fire, Human, Professional, Visionary (E)
- Excellent writing skills (E)
- Considerate and compliant of managing risks, safeguarding and regulations (E)
- Accountability, ownership and demonstrable problem solving skills and initiative is essential (E)
- Pass an enhanced DBS check (E)
- Experience of working in a leadership, service lead or project lead type of role (E)
- Able to work with Macintosh system (F)
- Understanding of CRM systems and managing / utilising data (F)
- Has a good knowledge of local area and local relevant services (F)





To apply please send CV and cover letter to info@opendoorcharity.com
Opportunity closes at 5pm on Friday 24th September

We are committed to having a diverse workforce and promote equality. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future. We actively encourage applications from BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you will require any special provision as a result of any disability, should you be called for interview, please do let us know. Finally, please ensure that you have included your contact number and email address.

We look forward to hearing from you!

 @ODCharity

 @theodcharity

 @theodcharity

 <https://opendoorcharity.com>



Open Door Charity, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ
0151 639 4545 / info@opendoorcharity.com / Registered Charity No. 1151421